



# ASSOCIATION FOR THE RELIEF OF AGED WOMEN

## Board Meeting | January 14, 2020 | 9:30 am

### ZOOM Remote Meeting

***Packet contents to be reviewed prior to the meeting:***

*December Minutes; December Executive Session Minutes; December activity sheet; FLO Newsletter; December Financial Reports; January Beneficiary Committee Recommendations; Committee Meeting Minutes & Materials: Finance, Visiting, Beneficiary Task Force, Governance, Grants, Personnel*

- 🕒 Moment of Silence for those we lost since our last meeting
  - ♥ Barbara Donaghy
  - ♥ Dolores Michael
  - ♥ Alice Crowley
  
- 🕒 Reflective Moment – *please remember to sign up!*
  - Roseanne O’Connell
  
- 🕒 Call to Order and Roll Call
  
- 🕒 Clerk Report – *see packet*
  - ✓ **Recommendation to approve December 2020 Board meeting minutes – VOTE**
  - ✓ **Recommendation to approve December 2020 Executive Session meeting minutes – VOTE**
  
- 🕒 President’s Report
  - ✓ **Recommendation to establish the Personnel Committee as a standing committee – VOTE**
  - Committee approach → Committee FY Reports (April 20 – March 21)
  - Invite to audit committees → By-Law audit committee
  - Annual Meeting → Thank yous
  
- 🕒 Executive Director’s Update – *see packet*
  - Overwhelming response to holiday gift → YWCA Financial Literacy Program
  - Holiday meal delivery → Database update
  - FLO Newsletter & ALBA report → Quarterly Review 1/7/21
  - SHINE Presentations → Beneficiary highlight

*As always open to all feedback, questions, suggestions and TO DOs*
  
- 🕒 Finance Review – *see packet*
  - ✓ **Recommendation to accept December finance report, as distributed – VOTE**
  - Committee meeting update 12/15/20 – see minutes
  - ✓ **Recommendation to approve Finance Policies/Guidelines, as distributed – VOTE**
  - Update Investment Advisory Committee
  
- 🕒 Committee Reports
  - Visiting – ***minutes will be sent in separate email***
    - Report of committee discussion on trial run of new process – 1/12/21
    - Please sign up for reporting in CY2021

- January Visiting reports – 3 minutes each
  - \* Pam McKnight
  - \* Jane Stankiewicz
- Reporting in February: Roseanne O’Connell

→ Beneficiary – *see packet*

- ✓ **Recommendation to accept decisions of beneficiary committee, as distributed – VOTE**
- Task force meeting update 12/14/20 – see minutes
- BTF Meetings on HOLD until March
- Highlight a new beneficiary

→ Governance – **minutes will be sent in separate email**

- Committee meeting update 1/5/21 – see minutes
- Board Engagement Survey results/next steps

→ Grants – *see packet*

- Committee meetings & applicant Q&As 12/7/20, 12/14/20, 1/4/21
- Update on application review process – recommendations next month!

→ Outreach

- Valentine Day card – move to Visiting?
- Community Partner holiday gift

→ Ad Hoc Personnel – *see packet*

- Committee meetings update 1/8/21 – see minutes
- Personnel Policy Handbook discussion
  - \* Questions? Comments?
  - \* Next steps: send to attorney for review, then back to board for approval

• Other business to be brought before the board

**Announcements/Meetings – ALL INVITED TO ATTEND AND AUDIT WHENEVER INTERESTED:**

**January TBD | Investment Advisory Committee | 9:30 am**

**Tuesday, January 12<sup>th</sup> | Visiting Committee | 9:30 am**

**Wednesday, January 13<sup>th</sup> | Ad hoc By-Laws Committee | 9:30 am**

**Thursday, January 14<sup>th</sup> | Board Meeting | 9:30 am**

**Fri, January 15<sup>th</sup> or Weds, January 27<sup>th</sup> | Grants Committee | Group #3 Q&A | 9:00 – 11 am**

**Monday, January 18<sup>th</sup> | Martin Luther King Jr. Day | Office Closed**

**Tuesday, January 19<sup>th</sup> | Finance Committee | 9:30 am**

**TBD | Grants Committee to finalize recommendations | ??**

**Tuesday, February 2<sup>nd</sup> | Governance Committee | 10:30 am**

**Wednesday, February 3<sup>rd</sup> | Beneficiary Committee | 9:30 am**

**Tuesday, February 9<sup>th</sup> | Visiting Committee | 9:30 am**

**Thursday, February 11<sup>th</sup> | Board Meeting | 9:30 am**



**HAPPY BIRTHDAY to Jane on February 4th!**



**Association for the Relief of Aged Women**  
**Minutes of the Regular Monthly Meeting, December 10, 2020**

**Moment of Silence:** All present had a moment of silence for our beneficiaries who we lost since the last meeting: Nancy Gonsalves, Marie Perreira and Auracelia Souza.

**Reflective Moment:** With Thanksgiving having just passed, Jenny Costa shared a quote about gratitude by Melody Beattie. She believes thankfulness is something the world could use more of:

“Gratitude unlocks the fullness of life. It turns what we have into enough and more. It turns denial into acceptance, chaos to order, confusion to clarity. It can turn a meal into a feast, a house into a home, a stranger into a friend.”

**Clerk Gale Beaton called the meeting to order at 9:36 AM.**

**Members in Attendance (Via Zoom):** Bachman, Beaton, Beaulieu, Brooke, Doyle, Ellis, LaFlamme, Mayall, McKnight, Melo, Natho, O’Connell, Saber.

Executive Director Clare Healy Foley, Office Administrator Jenny Costa and ARAW Liaison and Beneficiary Advocate Sharon O’Malley also present.

**Members Absent:** Stankiewicz.

**Report of Clerk:** The minutes of the November 12, 2020 meeting were approved with change to add total amount approved for 2020 holiday gifts of \$24,900. SO VOTED

The minutes of the November 12, 2020 executive session were approved as written. SO VOTED

**Report of President:** President Saber reported:

1. Board Resignations
  - a. Following her leave of absence from the board, Susan Rothschild has officially resigned due to family responsibilities. She has served since 2011, most recently holding the office of President.
  - b. Maria Pinarreta has also resigned from the board. She joined in 2018 following her retirement from banking. Since the impact of Covid-19, she has been helping with the family business and does not have the time needed to dedicate to the board.
  - c. Secretary Beaton to send note of thanks to Susan and Maria

2. Committee Chair succession plans
  - a. Part of strategic plan
  - b. Think ahead, if unable to continue – contact Rosemary
  - c. Governance Committee to provide guidance for succession planning
3. Philosophy of ARAW support
  - a. Quote from the Beneficiary Task Force minutes about homeowner's insurance
    - i. In the past goal was to keep women in their homes – had fewer beneficiaries
    - ii. Now focus on independence – which may mean something different to each woman
    - iii. There are more social programs but a shortage of affordable housing. Also, sale of a house affects financial status.
    - iv. No easy solution
4. Celebrate accomplishments
  - a. Everyone is working hard! Be kind to yourselves!

**Report of Executive Director:** Executive Director Clare Healy Foley reported:

1. Staff is thankful for supportive and hardworking board
2. FLO newsletter
  - a. No giveaway this month
  - b. 107 received the November \$10 gift card giveaway
    - i. Enjoyed power to choose type of gift card
    - ii. Opportunity to touch base when beneficiaries call in
  - c. Pen Pal Program from November newsletter
    - i. 16 signed up
    - ii. Sent blank cards, envelopes and stamps to get started
    - iii. Some have already started calling each other
  - d. December – featured recipe (Rosemary's suggestion)
    - i. Board invited to share simple recipe if you have one
3. ALBA
  - a. In November received referrals from Coastline, Whaler's Cove, Senior Whole Health and Community Nurse Home Care
  - b. New Bedford COA partnership has ended
    - i. 38 beneficiaries from NBCOA now assigned to Sharon
    - ii. Sent letter of introduction
    - iii. Many had long term relationship with Pat
    - iv. Sent talking points to board
  - c. All in-person visits on hold until further notice due to increased Covid-19 risk
4. New Bedford Council on Aging & Immigrants' Assistance Center

- a. Letters sent to request return of funding due to non-compliance with grant agreement
    - i. New Bedford COA offered excuses
    - ii. Immigrants' Assistance Center sent letter – accepting situation
    - iii. Checks promised, not yet received
- 5. Thanksgiving
  - a. 12 meals delivered
    - i. Thank you to volunteers: Rosemary, Shannon, Roseanne, Jo-Ann and Sharon
  - b. Will do similar offering for Christmas – as needed, not blanket offer
- 6. Blackbaud update
  - a. More complex than originally expected – starting to see benefits
  - b. Customized records for ARAW needs
  - c. Still updating information
- 7. Holiday Cards
  - a. Sent on Monday 12/7
  - b. 166 beneficiaries received \$150 totaling \$24,900 from direct support budget
  - c. 61 FLO participants received \$25 totaling \$1,525 from FLO budget
- 8. Next Community Partner Quarterly Review 12/17/2020
- 9. Beneficiary Highlight
  - a. Judith Monteith
    - i. Strong relationship with Pat Foster
    - ii. After receiving intro letter from Sharon – called immediately
    - iii. Upset, things are changing, did not receive birthday card (Card must have been done by Pat in past)
    - iv. Gale also received an upset call
    - v. Multiple calls through which Sharon has built a relationship

**Report of Finance Committee:** Treasurer Ellis reported:

- 1. A motion was made to approve November 2020 Financials as written. SO VOTED
- 2. Have not received investment statement yet this month
- 3. Committee meeting update
  - a. Cathy Mayall has joined committee
  - b. Looking at existing finance policies
- 4. Investment Advisory Committee
  - a. Initial meeting to establish priorities
  - b. Received donation from Kathy McQuiggan
- 5. A motion was made to accept Executive Director Discretionary Spending Policy, as distributed. SO VOTED
- 6. A motion was made to accept credit & debit card policy, as distributed. SO

VOTED

7. Continued discussion on office space
  - a. Recommendation to move deadline in Strategic Plan to summer 2021. SO VOTED

**Report of Visiting Committee:** Chair Bachman reported:

1. Next meeting January 12<sup>th</sup>
2. Orientation with Cathy complete – ready to visit/make calls
3. Visit Reports
  - a. Olivia Melo: Maria Costa and Maria Cabral
  - b. Diane Laflamme: Ethel Souza, Jeanne Boudreau and Irene Harnois
  - c. January Reports: Pam McKnight and Jane Stankiewicz

**Report of Beneficiary Committee:** Chair Laflamme reported:

1. A motion was made to accept recommendations from the Beneficiary Committee as distributed. SO VOTED
  - a. 3 Requests, 7 Updates
    - i. One change from updates – Discontinue ongoing support of Pauline Chase’s water/sewer bill
  - b. New beneficiary highlight – Judith Arruda
    - i. Moving to Whaler’s Cove
    - ii. Being proactive about living situation
    - iii. Approved cable/phone
2. Beneficiary Task Force
  - a. Discussions about home ownership and financial education
  - b. A motion was made to accept new funeral/burial request policy, as distributed. SO VOTED
  - c. A motion was made to accept new funeral/burial request application, as distributed. SO VOTED

**Report of Governance Committee:** Chair Brooke reported:

1. A motion was made to accept board member job description, as distributed. SO VOTED
2. A motion was made to move annual meeting from June to April to align with fiscal year. SO VOTED
3. Board engagement survey will be going out soon

**Report of Grants Committee:** Clare Healy Foley reported:

1. On behalf of Jane, thank you to committee for hard work
2. 12 RFPs received
  - a. All initial review of submitted applications complete
    - i. Questions formulated for one-on-ones

- b. 1<sup>st</sup> Q&A session held 12/9/20
  - i. All existing partners
- c. Committee will debrief after each Q&A session

**Report of the Outreach Committee:** Chair Melo reported:

- 1. Holiday cards sent – thank you to volunteers who signed on behalf of ARAW: Mary, Roseanne, Jeannette, Rosemary, Shannon, Cathy, Jo-Ann & Debbie
- 2. Will continue birthday card program – Roseanne to coordinate
- 3. Community Partner Holiday Gift to be sent (festive plant)
  - a. Will include New Bedford COA & Immigrants' Assistance Center for work done throughout year
- 4. Will meet with New Bedford Whaling Museum regarding archives in the new year

**Report of the Personnel Committee:** Chair McKnight reported:

- 1. Employee handbook
  - a. Initial DRAFT complete
  - b. Committee will review and present to board within next 2 months

The meeting was adjourned at 11:23 am.

**Executive Session to follow**

Recorded by,  
Jenny Costa, Office Administrator

Approved by,  
Gale Beaton, Clerk

**Association for the Relief of Aged Women  
Minutes of the Executive Session of Regular Monthly Meeting, December 10,  
2020**

**Members in Attendance (Via Zoom):** Bachman, Beaton, Beaulieu, Brooke, Doyle, Ellis, LaFlamme, Mayell, McKnight, Melo, Natho, O'Connell, Saber.

**Report of Ad Hoc Personnel Committee: Chair McKnight reported:**

Committee has been reviewing the differences between employee agreements particularly in regards to benefits. All current employee agreements were written at different times, with some differences in benefit packages.

The committee consulted with Atty. Sue Weiner. All agreements are written with employees working "at will". Atty. Weiner does not recommend employees resign a new agreement yearly as it may change the "at will" status. She also stated that we can make any changes in benefits that we want, as long as the changes are within the law. The committee suggests that benefit summaries, as an addendum to the original agreement, are written and signed by employees yearly. Will look at developing universal employee agreement form for future. Currently, ARAW offers employees a lump sum toward health insurance. This could be changed to a cost sharing model in the future if the Board wishes.

Beginning 2021, a new Massachusetts state law, the Paid Family and Medical Leave Act, goes into effect. All employees are required to pay into the program. Employers with less than 25 employees are not required to pay the employer's portion. If employers wish, they can pay up to 100% of the employee's contribution. The law allows for up to 26 weeks of paid leave under different circumstances. It essentially provides short term disability insurance in circumstances of serious medical conditions of employee or a family member, as well as paid leave to care for a new child in the family. Benefit provides up to \$850 per week during leave. The cost is \$0.38 per \$100 of salary. Total cost for all ARAW employees combined for 2021 is \$823.61. The committee recommends that the ARAW pays the employee contribution.

**Recommendation ARAW will pay 100 % of the employee contribution for the Massachusetts Paid Family and Medical Leave Act – SO VOTED.**

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**Recommendation ARAW will pay 100% of the employee contribution for the Massachusetts Paid Family and Medical Leave Act up to \$900 for calendar year 2021- SO VOTED.**

The meeting was adjourned at 11:45 am.

Recorded by,

Gale Beaton, Clerk

## ARAW | MONTHLY STATUS CHANGES &amp; OTHER ACTIVITIES | DECEMBER 2020

Date: Dec 20	Beneficiary	Outreach Worker	Action Taken
12/1/20	Barbara Costa	Sharon O'Malley	TC to Barb, discussed movie rentals, she understands. Starting NB Soc Day 12/14, 2x/wk
12/1/20	Dot Greenwood	FCOA	TC, ? about PenPal, wrote and no reply. Sd will call and be sure PP received the info
12/1/20	Sharon Fernandes	Potential	TC, will someone come fix the lift? Reviewed procedure again, gave # for Home Health Smith for estimate
12/1/20	Leslie Chytrus	Sharon O'Malley	TC, received support stockings, thank you
12/1/20	Susan Perry	Pat Midurski	Wrong model of chair delivered, refunded & donated to Fresh Start, new chair ordered & delivered
12/2/20	Linda Blais	Pat Midurski	EM to PM: over on Westport Apothecary approval amount
12/2/20	Elizabeth Belanger	Pat Midurski	EM to PM: over on Westport Apothecary approval amount
12/2/20	Joyce McHale	Sharon O'Malley	Mailed Eversource info on financial assistance programs
12/2/20	Natalina Ventura	DCOA	TC, asked if received PenPal info, said did and has mailed a letter
12/2/20	Dot Greenwood	FCOA	TC, let her know her PenPal has written to her. She gabbed a lot re: medical issues. Lonely.
12/2/20	Maria Christy	ACOA	TC, let her know Shaw's card returned, address error, resent
12/2/20	Diane Letourneau	Sharon O'Malley	TC, call from Shannon to her, enjoys talking to her
12/2/20	Gertrude Jenkins	Potential	Ref from CESI, help with heat pump repair. Called Gertrude, gave PACE number to try first
12/2/20	Nancy Guy	Sharon O'Malley	Text message, checking in and saying hello, all is well with her.
12/2/20	Amelia Gomes	NBCOA	Email from Delane Rozario, cable equip returned, Amelia doing well in FL
12/3/20	Judith Arruda	Sharon O'Malley	TC, has move in date to WC of 12/18/20
12/3/20	Agnes Simard	Lucille Dauteuil	TC from Agnes: enjoyed her meatball sub from Riccardi's
12/3/20		Cindy Kinnane	EM from CK: net income of rental or gross? – send request through
12/4/20	Nancy Gonsalves	FLO	<b>Inactive:</b> TC from Barbara Donaghy to let us know of Nancy's death
12/4/20	Gertrude Jenkins	Potential	TC re: app for heating unit repair. Has not called PACE – did so today, they will take an app. f/u 1 week
12/4/20		Potential	TC Isabel SC VNA wants FV to start now for patient. Adv no in home FV at this time. She will check other options
12/4/20	Gertrude Souza	Potential	EM Lori Cabral. Hospice patient needs help paying for a wheelchair ramp. Pending
12/7/20	Patricia Chor	Sharon O'Malley	TC, help with \$600 rent, Approved EDDF. Pending landlord invoice. Sent her copy pgs 5-16 housing resources guide
12/7/20	Patricia Chor	Sharon O'Malley	<b>EDDF:</b> Rent \$600
12/7/20	Kathleen Foster	Carolyn D'Antoni	TC, needs mattress/box spring. Advised will need updated app, referred to FCOA to get in touch with her
12/7/20	Patricia Duarte	Potential	TC, needs help paying for license renewal. Adv need full app. Appt for 12/8 11am
12/7/20	Lolita Dykes	Sharon O'Malley	TC, thank you for everything, has Fallon, cancelling BC
12/8/20	Patricia Chor	Sharon O'Malley	TC, following up for rent, adv going out today. She is call NB Housing today
12/8/20	Emily Gomes	Sharon O'Malley	TC, needs visit from nurse at home – advised call her CESI CM or doc's office for help. Hasn't seen Anthony since Covid
12/8/20	Bernadette Roderiques	Sharon O'Malley	Application update via phone today
12/8/20	Sharon Fernandes	Potential	TC to her to follow-up. LM
12/8/20	Gertrude Souza	Potential	Ref Lori Cabral. TC to Gertrude, started application. Email to Clare re: consideration
12/9/20	Lillian Freitas	Sharon O'Malley	TC from Chris R – Lillian offered apartment at Bayberry, she declined and took herself off the list.
12/9/20	Cynthia Boucher	FLO	EM from Cindy K @ Westport – CB would like social calls from the committee
12/9/20	Janice Alves	FCOA	EM to FCOA: f/u on wheelchair issues Pending

ARAW | MONTHLY STATUS CHANGES & OTHER ACTIVITIES | DECEMBER 2020

12/9/20	Marie Pereira	Carolyn D'Antoni	Inactive: death (app was on hold)
12/9/20	Auracelia Souza	Susan Routhier	Inactive: death 12/6
12/9/20	Frances Monteiro	Sharon O'Malley	TC Susan Diamond dtr. Just apprvd MA Health, working w/CESI&Nightingale, adv by Christmas need to reapply or cancel
12/9/20	Leslie Chytrus	Sharon O'Malley	TC, updated application by phone
12/9/20	Patricia Chor	Sharon O'Malley	Email from landlord, copy of lease
12/9/20	Judith Monteith	Sharon O'Malley	TC re: "bonus" this year as things have changed so radically? advised cards mailed, may receive a "gift" in next few days
12/9/20	Dolores Adesso	Sharon O'Malley	TC to Dolores, doing okay, gave address for holiday card
12/10/20	Louise Desautels	Sharon O'Malley	TC, thank you for the gift. PenPal going well. Sandy's daughter Holly not well at all, will keep me updated.
12/10/20	Judith Arruda	Sharon O'Malley	TC, adv approved for cable/phone up to \$100. Need to speak with sister Gerry to arrange
12/10/20	Maryanne Kerrigan	Sharon O'Malley	TC, adv approved for lift chair, have emailed A1 re:approval. She is thankful!
12/10/20	Lillian Freitas	Sharon O'Malley	TC, thank you for gift. Car still no estimate. Meals from Carmen's 3x/week.
12/10/20	Joyce McHale	Sharon O'Malley	TC, adv approved for choffa. Very happy and thankful. Discussed zoom with COA, newsletter, gave# to set up mailings
12/10/20	Mary Lou Rapoza	Susan Routhier	EM to SR: Verizon promo ended, negotiate or bundle with Spectrum? f/u 12/15: renegotiated w/local calls only
12/10/20	Peggy Costa		TC: thank you for gift; worries a lot, sleeps all day not at night
12/10/20	Sharon Demedeiros		EM: thank you for gift
12/11/20	Eileen Francis	Sharon O'Malley	EM, wondering if ck amt correct and thanking for Julie and Marilyn too (they rec'd \$25)
12/11/20	Judith Arruda	Sharon O'Malley	TC from Gerry, sister, explained cable/phone approval. She will speak to xfinity about consolidation and address change
12/11/20	Sally Fletcher	Sharon O'Malley	TC, thankful for the gift, overwhelmed, will put it to good use. Everything is well, will have Christmas with her son.
12/11/20	Laura Fisher	Sharon O'Malley	TC, moved in, bed is great, would recommend. Req copy of invoice for warranty on the bed. Mailed today.
12/11/20	Maryanne Kerrigan	Sharon O'Malley	EM with Rose at A1medical, hopes chair will be in next week, waiting on confirmation
12/11/20	Theresa Yousif	Susan Rothier	TC, phone has a hum on the line, not sure if phone or line. Adv call Verizon to check line, if needs phone call WCOA
12/11/20	Barbara Donaghy	FLO	Inactive: death
12/14/20	Ruth Swanbeck	Sharon O'Malley	App update via phone. Mailed info on reading equipment/library Perkins School
12/14/20	Gertrude Jenkins	Potential	Was CESI referral for help with heat pump, does have heat. Started app, over income \$865. Referred her back to PACE
12/14/20	Shirley Mendonca	DCOA	TC, requesting trans home from Alden Court upon discharge. Emailed Clare re: YC ride for Shirley if needed.
12/14/20	Gertrude Souza	Potential	Email from daughter re: application status. Emailed back what was needed. Dtr is Gertrude Southworth
12/14/20	Bernice Duarte	Sharon O'Malley	TC, thank you for gift
12/14/20	Sezaltina DeBrosse	Sharon O'Malley	TC, thank you for gift
12/14/20	Shirley Mendonca	Ann Raymond	EM to AR: TC to office, @Alden Court, would like ride home, no discharge plan yet
12/15/20	Deborah Hogland	Sharon O'Malley	TC from Angela Natho: received call from Deb overwhelmed by gift, thank you
12/15/20	Carol Lyons	Sharon O'Malley	TC, updated app by phone
12/15/20	Lolita York	Sharon O'Malley	TC, thank you for gift, crying. Moving to 1 <sup>st</sup> floor apartment after 1/8/21, daughter helping.
12/15/20	Joyce Taylor	Sharon O'Malley	TC Chris Rider, 3 <sup>rd</sup> & last visit today,SWH therapist in place. Attnys meeting for temp agrmnt EOM. Rent is being paid
12/16/20	Marguerite Whitehead	Ellen Hull	TC, thank you for gift, bought grandkids presents, back from major surgery
12/16/20	Shirley Mendonca		TC: headed home from Alden today; no need for ride; looking at Whaler's Cove today w/daughter; TY for being there
12/16/20	Gertrude Souza	Potential	EM with daughter, withdrawing application, will not qualify
12/16/20	Diane Auger	Sharon O'Malley	TC, twin sister of Sue, signed up for FLO

ARAW | MONTHLY STATUS CHANGES & OTHER ACTIVITIES | DECEMBER 2020

12/16/20	Patricia Chor	Sharon O'Malley	TC, needs the number for NB Housing again. Gave.
12/17/20	Janice Tuite	Sharon O'Malley	TC, signed up Christmas meal, concerned re snow removal & winter food security. Msg from Y re:window replacement
12/18/20	Judith Arruda	Sharon O'Malley	TC from Gerry (sister) going back to Verizon/Comcast, Judith needs the stability of "the way it was"
12/18/20	Pauline Brightman	Sharon O'Malley	TC, thank you for gift, moving to Taber Mill hope by March, help w/move. Advised call when ready and will req help
12/18/20	Maureen Martin	Potential	TC, ref by CESI, needs help with utilities, full app on Tuesday 12/22
12/18/20	Joan Beaubian	Sharon O'Malley	TC, thank you for ck, saved her Christmas. Would like Christmas meal
12/18/20	Sharon DeMedeiros	Pat Midurski	EM to PM: Facebook post looking for reliable mechanic
12/21/20	Maria Pereira	Ann Raymond	EM to AR: was fridge delivered? No bill yet Pending
12/21/20	Dorothy Greenwood	Lucille Dauteuil	EM to LD: over on laundry again, f/u 12/22 request sent
12/21/20	Peggy Costa	Ann Raymond	EM to AR: 5 messages over the weekend, concern over gas bill and mattress, 12/22 f/u from AR – PACE apprvd, all set
12/21/20	Marilyn Gormley	Sharon O'Malley	EM to SO: BM unable to reach, f/u 12/22 from SO: doing ok, chronic issues & many dr appointments
12/21/20	Alice Crowley	Carolyn D'Antoni	EM to CD: BM unable to reach, 12/23 f/u from CD: in St. Anne's Hospital since Thurs or Fri
12/21/20	Alice Bissonnette	FCOA	TC McGann getting turkey dinner, still okay for ours, adv yes. Also car is in the shop, thinks electrical
12/22/20	Marilyn Gormley	Sharon O'Malley	TC, all is well, pending results from colonoscopy, thankful for the gift
12/22/20	Janice Tuite	Sharon O'Malley	TC, kids next door shoveled, will continue. Giving info from City for window frame issue, Howland Fund \$500 4x/year
12/22/20	Delia Parker	Potential	TC, referral from Southcoast VNA, needs hearing aids
12/22/20	Lucille Bizarro	Ann Raymond	EM from AR: Lucille concerned about increase in BCBS – asked to reassure Lucille that ARAW will cover normal increase
12/22/20	Sharon DeMedeiros	Pat Midurski	EDDF: AAA \$92
12/23/20	Alyce Gagnon	Susan Routhier	EM to SR: Does she qualify for MassHealth? f/u 12/28: no, but did receive MassHealth Buy In benefit
12/23/20	Dorothy Greenwood	Lucille Dauteuil	EM to LD: f/u to request – any changes in application from July? Pending
12/23/20	Constance Mayer	Sharon O'Malley	EM to SO: BM unable to reach, update? Pending
12/28/20	Frances Monteiro	Sharon O'Malley	EM to SO: SWH effective 1/4/20, Next to be canceled
12/28/20	Hilda Pine	Carolyn D'Antoni	EM from LD: updated pg 1 application sent by Lucille
12/28/20	Judith Monteith	Sharon O'Malley	TC from Judith, cancelling Netflix effective 1/5/21
12/29/20	Jeanne Boudreau	Sharon O'Malley	Scanned & sent note to Diane
12/29/20	Jane Sykes	Andrea Lemos	TC from Diane: Does not know ARAW Pending
12/29/20	Eleanor Mello	Sharon O'Malley	TC, heart attack on Christmas morning, home now
12/29/20	Sandy Spooner	Sharon O'Malley	TC, Holly at St Elizabeth's, surgery on tumor near spine. Not doing well, can't see or be with Holly, who isn't doing well.
12/29/20	Peggy Costa	Ann Raymond	EM from AR: paperwork for mattress bought through DCOA Disc, Cardi's requesting picture Pending
12/29/20	Maria Ortiz	Sharon O'Malley	TC, app update by phone
12/29/20	Shirley Mendonca	Ann Raymond	TC from Beth Mello, dtr ref by Amanda @WC for help w/1 <sup>st</sup> /last. Ref to Ann Raymond
12/30/20	Dianna Sousa	Pat Midurski	EM to PM: car insurance Pending
12/30/20	Florence Gauthier	Potential	Ref from CESI for PERS. Telephone app and submitted
12/30/20	Dixie Tavares	FLO	TC, updated FLO ROE, she is doing well, no needs
12/30/20	Dolores Adesso	Sharon O'Malley	TC to check in. All is well, wishes she could have brought a gift to ARAW. Adv stay home safely, no gift needed.
12/30/20	Louise Desautels	Sharon O'Malley	TC she is keeping in touch w/S Spooner. Louise has been feeling down but better today. Saying Happy New Year
12/31/20	Delia Parker	Potential	Per Sarah Isabel, SW through VNA definitely discharged, needs SW

## ARAW | MONTHLY STATUS CHANGES &amp; OTHER ACTIVITIES | DECEMBER 2020

12/31/20	Florence Gauthier	Potential	TC from Florence, changed her mind, please withdraw app. Doesn't like giving out her info, doesn't want FLO
12/31/20	Peggy Costa	DCOA-FLO	TC, would like a 500 puzzle, please leave in the red basket
12/31/20	Maria Ortiz	Sharon O'Malley	TC, would like a jumble puzzle book if can have one due to over income.
12/31/20	Alice Oliveira	Ann Raymond	TC, would like a 500 piece puzzle



January 2021

## GOING WITH THE FLO

The Friendship Lunches & Outings Program (FLO)  
Newsletter

*Thank you!*

We appreciate all the warm holiday wishes we received. Whether by card or note, phone call or email, you lifted our spirits and brought joy to our holiday season.

*ARAW wishes you  
all a healthy,  
happy 2021!*



## *Fun & Games!*

**Penchant for puzzles? Need to banish boredom? Ready to challenge your mind?**

With the holidays behind us, January's focus is staying healthy, warm and engaged.

We would like to help you stay involved and keep your mind active by offering a selection of puzzles and games.

**CHOOSE EITHER A 500 to 1000-PIECE JIGSAW PUZZLE**

**OR A WORD SEARCH, A JUMBLE, A CROSSWORD OR A SUDOKU PUZZLE BOOK.**

*Which is your favorite? Need large print? Let us know and we will send you some fun!*

**(508) 717-0400**



# Health and Wellness

**DO YOU HAVE A HEALTHY RECIPE YOU WOULD LIKE TO SHARE?**

If so, send it by mail or email (somalley@arawofnb.org). Simple recipes are best. If your recipe is published in the newsletter, we will also be sharing your name.

*Thank you, Virginia L.,  
for this recipe!*



## BLUEBERRY-CRANBERRY CRISP

- 2 Cups blueberries
- 2 Cups cranberries (frozen)
- 1 Box Concord Foods Apple Crisp

- Add the berries together, put in glass Pyrex pie plate.
- Read the directions on the box for the crisp.
- Sprinkle mixture evenly over berries.
- Bake at 350 for 45 minutes to 1 hour. Make sure the topping is a little brown.

**Tip:** You can also use apples with the instructions on the box. They are all very good!



## NEW YEAR RIDDLE

What comes once in a year,  
twice in every month,  
four times in every week?

## Community Partners

Contact your local agency for a monthly newsletter and all up to date information on programming.



**ACUSHNET | 508-998-0280**  
**DARTMOUTH | 508-999-4717**  
**FAIRHAVEN | 508-979-4081**  
**WESTPORT | 508-636-1026**

## UNEXPECTED, TIME SENSITIVE EXPENSES

Occasionally, an unexpected bill or expense may come up that is a bit more urgent or time sensitive. Examples may include moving expenses, if called from the waiting list for a senior apartment; an urgent auto repair; urgent dental work or ... something which affects your safety.

If you find yourself with an unexpected expense that you need help paying, please contact your ARAW Outreach Partner **PRIOR TO PAYING THE SERVICE PROVIDER OR VENDOR.**

The Outreach Partner will gather all needed information from you, including an estimate or bill, and present the request to the ARAW for review.

Should the ARAW be able to support your request, the ARAW *greatly prefers to pay a service provider directly rather than reimburse for expenses already paid.*

## FOOD ASSISTANCE



YMCA Southcoast has partnered with The Greater Boston Food Bank to offer mobile markets through the **Full Plate Project.**

*Food distribution is first come, first served.  
Open to people from all local communities.*

**11am | Friday, January 8<sup>th</sup>**

**YMCA Dartmouth, 276 Gulf Road**

**12 pm | Tuesday, January 12<sup>th</sup>**

**YMCA New Bedford, 25 South Water Street**

**Please wear your mask.**



**If you need one just ask!**

# Health and Wellness

## SPECIAL COVID-19 VACCINE INFORMATION EDITION

Vaccine distribution in Massachusetts will occur in a phased approach. Planning is based on guidance from the CDC and the MA COVID-19 Advisory Group.

### When can I get a **COVID-19** vaccine in MA?



#### PHASE ONE

In order of priority

- Clinical and non-clinical healthcare workers doing direct and COVID-facing care
- Long term care facilities, rest homes and assisted living facilities
- Police, Fire and Emergency Medical Services
- Congregate care settings (including corrections and shelters)
- Home-based healthcare workers
- Healthcare workers doing non-COVID-facing care



#### PHASE TWO

In order of priority

- Individuals with 2+ comorbidities (high risk for COVID-19 complications)
- Early education, K-12, transit, grocery, utility, food and agriculture, sanitation, public works and public health workers
- Adults 65+
- Individuals with one comorbidity



#### PHASE THREE

Vaccine available to general public

December - February

Estimated timeframes

February - April

April - June

For more information on vaccine distribution visit [Mass.gov/COVIDvaccine](https://www.mass.gov/COVIDvaccine)



The vaccine is provided free of charge to all individuals by the federal government. For more information go to [mass.gov](https://www.mass.gov) and click on the yellow COVID-19 tab, or call Mass 211 (dial 211) for non-emergency questions, help or information.

# Three Ways to Avoid COVID-19 Vaccine Scams

While vaccination details are getting worked out, here's what you can be sure of:

- You can't pay to put your name on a list to get the vaccine. **That's a scam.**
- You can't pay to get early access to the vaccine. **That's a scam.**
- Nobody legit will call about the vaccine and ask for your Social Security, bank account, or credit card number. **That's a scam.**

Ignore any vaccine offers that say different, or ask for personal or financial information.

Learn more at

[ftc.gov/coronavirus/scams](https://ftc.gov/coronavirus/scams)



December 2020   ARAW Financial Report						
	FY21 Budget	YTD Budget	YTD Actual	DEC Budgeted	DEC Actual	NOTES
Grants	\$0	\$0	-\$8,560	\$0.00	-\$8,595.00	return of funds NBCOA
Direct Support*	\$500,000	\$375,000	\$268,623	\$41,666.67	\$50,146.44	holiday gifts!! Adjust Gormely \$22.20
Friendship Program	\$20,000	\$15,000	\$6,582	\$1,666.67	\$1,888.01	Admin \$299.26, Gift cards \$30, Trans \$33.75; Holiday gifts \$1525; adjust \$10 from Nov (GC)
Administration	\$37,109	\$27,832	\$15,632	\$3,092.41	\$1,849.70	workers' comp insurance, Go Daddy renewal
Accounting	\$25,000	\$18,750	\$20,655	\$2,083.33	\$1,070.00	
Rent	\$17,500	\$13,125	\$10,815	\$1,458.33	\$1,210.00	
Utilities	\$5,500	\$4,125	\$3,148	\$458.34	\$377.47	
Legal/Professional Fees	\$5,000	\$3,750	\$0	\$416.66	\$0.00	No charge
Outreach/Comm Engage	\$2,000	\$1,500	\$1,601	\$166.67	\$299.00	Holiday gifts - employees
US Trust Fees	\$93,000	\$69,750	\$71,176	\$7,750.00	\$7,908.40	
Federal Taxes	\$25,000	\$16,666	\$3,078	\$8,333.00	\$3,078.00	
Staffing Costs	\$248,966	\$190,000	\$183,323	\$19,655.22	\$19,320.83	includes mileage for Sharon; \$0.06 adjust from Nov
<b>TOTAL</b>	<b>\$979,075</b>	<b>\$735,498</b>	<b>\$576,071</b>	<b>\$86,747.30</b>	<b>\$78,552.85</b>	

December 2020   Direct Support Elements					
Reoccurring	\$\$	NOTES	Gifts	\$\$	NOTES
Health Insurance	\$6,284.56	3 refunds, 7 not rec'ed yet	Holiday Gifts	\$24,900.00	166 @ \$150.00 each
Social Day	\$0.00	Not active	Social Worker	\$300.00	last visit for Joyce Taylor
Personal Care	\$1,391.49		Dentures	\$0.00	
Nutrition	\$1,465.98		Hearing Aids	\$4,400.00	Reagan
Cable/Phone/Internet	\$5,395.69	new bene added (Arruda)	Car Bills	\$0.00	
EPERS	\$1,663.25	1 refund, d/c Guba	Sandra Fogg	\$0.00	
Rent	\$1,160.00	Jennings added this month	Home Payments	\$0.00	HOI Andrade
Transportation	\$105.60	SRTA free - cab only	Health Bills	\$0.00	
Gift Cards	\$190.00		Credit Card	\$0.00	
Other reoccurring	\$431.25	2 electric, propane, MMP, laundry	EDDF	\$1,468.02	include holiday meal x20 @ \$31.74
<b>TOTAL</b>	<b>\$18,087.82</b>		Other gifts	\$990.60	2 Chair, chofa, dental, AAA (refund Watkin chair)
			<b>TOTAL</b>	<b>\$32,058.62</b>	

Finance Committee Meeting Minutes  
December 14, 2020 9:30 AM

Present: J Doyle, P McKnight, C Mayall, R O'Connell, R Saber, C Foley, MCE

**Investment Advisory Committee**

The first working session of the IAC will be held on Friday, December 18. We expect to make headway on writing a final draft of the Investment Policy Strategy (IPS). When completed, it will be presented to the Finance Committee for comment before going to the Board for final approval. We also expect to have insight/recommendations for the Finance Committee in preparing the 2022 budget beginning in late January.

**Office Space**

Cathy has started investigating office space availability for a possible change of location. She will again attempt to work with Lorrie Neary at Coastal Commercial Real Estate after the first of the year. It may be necessary to establish a relationship with another firm.

Per prior discussion of the current environment and the Board approval to move the Strategic Plan due date to Summer 2021, there is adequate time to wait and evaluate how the area real estate situation evolves.

**Policy Review**

Policies (and sometimes guidelines) relative to Finance were reviewed at the request of the Governance Committee. Recommendations were made and discussed with the intent of putting the proposed changes to the Board at the January meeting. (See attached.)

The next Finance Committee meeting is **Tuesday, January 19, 2021 at 9:30 AM.**

Mary Ellis, Treasurer  
12/16/2020

## **ARAW Finance Policies/Guidelines – Proposed Modifications 12/2020**

### **Current**

Gifts of money (or equivalent) are accepted. (9/2008)

### **Proposed**

Donations are accepted.

-----

### **Current**

President, Treasurer, Assistant Treasurer plus other designated Board members may sign checks. The Executive Director does not sign checks. (11/1/1994)

### **Proposed**

President, Treasurer and Executive Director are authorized to sign checks.

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### **Current**

ARAW funds should be used after all other sources of funding have been exhausted. (long standing policy – no date located)

### **Proposed**

Designate as Guideline of Beneficiary Committee.

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### **Current**

The Finance Policy was approved with intent to spend 5% of income annually. (8/2010)

### **Proposed**

HOLD pending recommendation of Investment Advisory Committee (IAC).

-----

### **Current**

An honorarium payment of \$50 may be made to guest speakers. (12/1994)

### **Proposed**

ELIMINATE as honorarium payments will be handled on a case-by-case basis.

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### **Current**

ARAW Finance Policy (8/2020)

### **Proposed**

HOLD and develop comprehensive policy following guidance of Investment Advisory Committee.

# ARAW BENEFICIARY REQUEST REVIEW

JANUARY 2021 | VER 1/8/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p><b>BENE# 19-20/37</b></p> <p><b>Chytrus, Leslie</b> 74 y/o; 5/19/1946 <b>Income: \$863   sub</b></p> <p><b>ARAW support \$1,614: Ongoing:</b> SRTA Demand Response \$50 '20 <b>Gifts:</b> Lift chair \$1,389 '18, Holiday \$150 '20</p>	<p style="text-align: center;">ALBA Sharon O'Malley  (508) 717-0400</p>	<p>"I ride on the Demand Response van a lot &amp; will need tickets when they start charging again. I will let you know if I need another pair of knee highs, I don't right now. I have a beautiful chair to sit in &amp; a beautiful walker &amp; that's enough!"</p>	<p>EDDF approved knee high stockings in November</p>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>▪ Continuation of SRTA Demand Response 1-2 books \$50 per month</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Knee high compression stockings, up to 4 pair if needed throughout the year \$52.69 per pair from Westport Apothecary</li> </ul>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>▪ Continuation of SRTA Demand Response 1-2 books \$50 per month</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Knee high compression stockings, up to 4 pair if needed throughout the year \$52.69 per pair from Westport Apothecary</li> </ul>
<p><b>BENE# 21/02G</b></p> <p><b>Foster, Kathleen</b> 69 y/o; 12/18/1951 <b>Income: \$948   sub</b></p> <p><b>ARAW support \$947.98: Gifts:</b> Chair \$797.98 '20, Holiday \$150 '20</p>	<p style="text-align: center;">FCOA Carolyn D'Antoni  (508) 979-4081</p>	<p>At this time, Kathleen would like to get a new mattress &amp; box spring. The one she currently has is 20+ years old.</p>		<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Mattress &amp; box spring \$401-518 (Does not include delivery)</li> </ul>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Mattress &amp; box spring up to \$550 (Does not include delivery)</li> </ul> <p><i>*Explore options with Worley Beds</i></p>

# ARAW BENEFICIARY REQUEST REVIEW

JANUARY 2021 | VER 1/8/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p><b>BENE# 19/11G</b></p> <p><b>Lyons, Carol</b> 72 y/o; 1/3/1948 <b>Income: \$863   sub</b></p> <p><b>ARAW support</b> <b>\$3,852.10: Gifts:</b> Car ins \$545 '20, Dentures \$2,969 '19, Nutrition \$188.10 '19, Holiday \$150 '20</p>	<p>ALBA Sharon O'Malley  (508) 717-0400</p>	<p>"The auto insurance is great, hard to afford on my own &amp; need the independence, &amp; my sister, she's my best friend, &amp; I can get out together sometimes. I am trying to save up for an air conditioner."</p>	<p>Air conditioner must meet Boa Vista criteria</p>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Car insurance for Jan 2021-Jan 2022 \$545 (Based off last year)</li> <li>▪ Air conditioner up to \$500 plus \$100 installation fee (To be purchased April/May)</li> </ul>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Car insurance for Jan 2021-Jan 2022 \$545 (Based off last year)</li> <li>▪ Air conditioner up to \$500 plus \$100 installation fee (To be purchased April/May)</li> </ul> <p><i>OK'd due to age &amp; socialization. Would like to wait until Spring/Summer for purchase of AC because of impact to rent</i></p>
<p><b>BENE# 19-20/14</b></p> <p><b>Eleuterio, Sofia</b> 84 y/o; 10/15/1936 <b>Income: \$1,754   H</b></p> <p><b>ARAW support</b> <b>\$4,339.62: Ongoing:</b> BCBS \$212.09 '19 <b>Gifts:</b> Car repair \$775 '19, Holiday \$150 '19-20</p>	<p>WCOA Cindy Kinnane  (508) 636-1026</p>	<p>Sofia is worried about her big dental bills that have come up. She does not have any dental insurance &amp; the amounts are quite high. Sofia did pay some of the dental &amp; surgical bills on her own, but help would relive some of the financial burden."</p>		<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Dental bill \$713</li> </ul>	<p><i>Should dental insurance be explored?</i></p>

# ARAW BENEFICIARY REQUEST REVIEW

JANUARY 2021 | VER 1/8/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p><b>BENE# 16-17/04</b></p> <p><b>Greenwood, Dorothy</b> 91 y/o; 5/15/1929 <b>Income: \$1,777 H</b></p> <p><b>ARAW support \$13,209.79:</b> <b>Ongoing:</b> BCBS \$625.68 '16, EPERS \$51.95 '19 &amp; Laundry \$50 '19 <b>Gifts:</b> Holiday \$100-150 '16-20</p>	<p style="text-align: center;">FCOA Lucille Dauteuil  (508) 979-4081</p>	<p>“I’m doing fine except that I do have a hard time going up &amp; down the basement stairs to do my laundry.”</p>	<p>Laundry approved for up to \$50 per month – this would be an increase to \$80 per month</p>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>▪ Laundry \$80 per month</li> </ul>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>▪ Laundry up to \$80 per month</li> </ul>
<p><b>New BENE#</b></p> <p><b>Parker, Delia</b> 85 y/o; 5/16/1935 <b>Income: \$1,158 R</b></p> <p><b>ARAW support: New</b></p>	<p style="text-align: center;">ALBA Sharon O’Malley  (508) 717-0400</p>	<p>Delia has a lot changing in her life &amp; it is difficult for her. She has never had help, seen doctors or needed meds managed. The biggest help for Delia at this time is to ensure services &amp; support are in place...</p>	<p>Current social work will end after discharge on Dec 30<sup>th</sup></p> <p>Reported to Protective Services – no response yet</p> <p>Disabled son lives with her</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Living alone guideline</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Social Worker support, up to 6 visits, for evaluation, referrals, continuity of care</li> </ul>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Living alone guideline</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Social Worker support, up to 6 visits, for evaluation, referrals, continuity of care</li> </ul> <p><i>Could MO Life help?</i></p>

# ARAW BENEFICIARY REQUEST REVIEW

JANUARY 2021 | VER 1/8/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p><b>BENE# 14/01G</b></p> <p><b>Castello, Janice</b> 79 y/o; 9/26/1941 <b>Income: \$1,292   sub</b></p> <p><b>ARAW support \$15,143.82: Gifts:</b> CC \$1,340.48 '19, \$1,990.34 '15 &amp; \$1,571 '14, Hearing aid \$3,000 '18 &amp; \$2,800 '14, Glasses \$126 '19, \$373 '14 &amp; \$305 '08, Dentures \$3,697 '17</p>	<p>FCOA Lucille Dauteuil  (508) 979-4081</p>	<p>"If the ARAW agreed to pay my Comcast bill this would definitely allow me to better manage my finances &amp; pay off my credit card bill so much sooner."</p>	<p>Full legal guardianship of 15 grandson who lives with her – father pays for all son's financial needs</p> <p>Enjoys Hallmark Movie channel, Channel 230 and HGTV especially during Covid-19 restrictions</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>Living alone guideline</li> </ul> <p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>Cable/phone/internet \$179.81 per month</li> </ul>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>Living alone guideline</li> </ul> <p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>Cable/phone/internet \$179.81 per month</li> </ul> <p><i>Perhaps the YWCA financial literacy program could help?</i></p>
<p><b>BENE# 06-07/03</b></p> <p><b>Bissonnette, Alice</b> 79 y/o; 10/9/1941 <b>Income: \$1,394   sub</b></p> <p><b>ARAW support \$44,384.99:</b> <b>Ongoing:</b> BCBS \$625.68 '06 <b>Gifts:</b> Car repair \$661.13 '20, \$225 '19 &amp; \$725 '18, Hearing aid \$3,000 '17, CC \$725.70 '12, Dentures \$1,505 '16, \$1,600 '11, \$1,760 '10 &amp; \$1,700 '09, Holiday \$100-150 '07-20</p>	<p>FCOA Lucille Dauteuil  (508) 979-4081</p>	<p>"I don't have any financial problems right now as long as the ARAW continues to pay my health insurance &amp; my car doesn't need any repairs."</p>	<p>No children and no living siblings</p>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>Continuation of BCBS \$625.68 per quarter</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>Car repair \$1,254.99 to be paid to credit card</li> </ul>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>Continuation of BCBS \$625.68 per quarter</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>Car repair \$1,254.99 to be paid to credit card</li> </ul> <p><i>Reiterate preference of request to come before payment.</i></p>

# ARAW BENEFICIARY REQUEST REVIEW

JANUARY 2021 | VER 1/8/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p><b>BENE# 96-97/09</b></p> <p><b>Pine, Hilda</b> 85 y/o; 5/8/1935 <i>Income: \$884 sub</i></p> <p><b>ARAW support \$96,690.45:</b> <b>Ongoing:</b> Comcast \$115.49 '20, EPERS \$51.95 '16, Nutrition \$490.80 '16 <b>Gifts:</b> Holiday \$100-150 '06-19, Car Ins \$511 '19, Dental \$2,925 '14, CC \$193.15 '19 &amp; \$95 '10, Glasses \$100 '10, Car repair \$910 '19 &amp; \$229.96 '14 &amp; \$189 '10 <b>Disc:</b> BCBS \$550 '06-17, Stipend \$250-300 '06-19</p>	<p style="text-align: center;">FCOA Carolyn D'Antoni  (508) 979-4081</p>	<p>Her immediate concern is her car insurance. She hopes ARAW will again approve payment of her car insurance for another year.</p>	<p>Uses the car for doctor appointments, groceries and other errands</p> <p>Does not have any issues driving at this time</p>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Car insurance for Jan 2021-Jan 2022 \$589</li> </ul>	<p><b>Denied</b> - amount of support received from the ARAW on a monthly basis gives her the ability to pay this bill herself. Will consider future requests</p>

# ARAW BENEFICIARY COMMITTEE RECOMMENDATIONS FOR BOARD | UPDATES

JANUARY 2021 | VER 1/8/21

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Recommendation
<p><b>BENE# 19-20/30</b></p> <p><b>Roderiques, Bernadette</b> 72 y/o; 7/6/1948 <b>Income: \$932   Rent</b></p> <p><b>ARAW support \$2,685.55: Ongoing:</b> Cable/phone/internet \$205.75 '19 <b>Gifts:</b> Holiday \$150 '20</p>	<p>ALBA Sharon O'Malley  (508) 717-0400</p>	<p>"It helps so much to have the cable bill paid for. Staying home all the time except for shopping &amp; doctors, it's nice to have the tv for company &amp; good shows. I pay my bills online, Zoom church twice a week &amp; talk to my family on the internet &amp; Skype."</p>	<p>Sister died in July</p> <p>Uses internet to stay connected with family</p>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>Cable/phone/internet \$205 per month (approximately)</li> </ul> <p>Total Monthly: \$205</p>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>Cable/phone/internet \$205 per month (approximately)</li> </ul>
<p><b>BENE# 19-20/34</b></p> <p><b>Swanbeck, Ruth</b> 77 y/o; 8/5/1943 <b>Income: \$1,344   sub</b></p> <p><b>ARAW support \$6,500.81: Ongoing:</b> BCBS \$601.01 '20 <b>Gifts:</b> Cataracts \$1,324.76 '16, Dental \$2,548 '13, Holiday \$150 '20</p>	<p>ALBA Sharon O'Malley  (508) 717-0400</p>	<p>"The Blue Cross is wonderful. I've been to Brigham &amp; Women's &amp; Mass General for many tests &amp; appointments and now with Mass General &amp; bloodwork at home &amp; new medication &amp; monthly visits there are zero co-pays. I never get a bill. It's great to know I can do what is needed without a bill."</p>	<p>Diagnosed with ALS</p>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>BCBS \$625.68 per quarter</li> </ul> <p>Total Monthly: \$208.56</p>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>BCBS \$625.68 per quarter</li> </ul> <p><i>Members of the committee and board send hope and comfort to Ruth. Please let her know she is in our thoughts. The board would like to be kept updated and hope they can provide support should Ruth need it along this journey.</i></p>

# ARAW BENEFICIARY COMMITTEE RECOMMENDATIONS FOR BOARD | UPDATES

JANUARY 2021 | VER 1/8/21

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Recommendation
<p><b>BENE# FLO</b></p> <p><b>Branco, Maria</b> 85 y/o; 9/28/1935 <i>Income: \$1,263   sub</i></p> <p><b>ARAW support: FLO</b></p>	<p>ACOA Pat Midurski  (508) 998-0280</p>	<p>“I worry about being a burden to my children. When I get to sick to stay home, I want them to promise to put me in a nursing home. They deserve to have their own lives. I do not need anything but I did enjoy going out with the group of ladies.”</p>		<p>No current ARAW financial support</p>	<p><i>We will move Maria from beneficiary status to a FLO participant only. We are happy that she will stay connected to the ARAW in this way.</i></p>
<p><b>BENE# 19-20/11</b></p> <p><b>Gagnon, Alyce</b> 86 y/o; 7/11/1934 <i>Income: \$1,423   R</i></p> <p><b>ARAW support</b> <b>\$4,488.06: Ongoing:</b> BCBS \$209.21 '19 <b>Gifts:</b> Medical bills \$720.22 '19, Holiday \$150 '19-20</p>	<p>WCOA Susan Routhier  (508) 636-1026</p>	<p>“I’m so afraid of losing my coverage.”</p>	<p>7 children are very supportive</p>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$209.21 per month</li> </ul> <p>Total Monthly: \$209.21</p>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$209.21 per month</li> </ul> <p><i>Is Alice is paying for dental and vision insurance separately?</i></p>

# ARAW BENEFICIARY COMMITTEE RECOMMENDATIONS FOR BOARD | UPDATES

JANUARY 2021 | VER 1/8/21

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Recommendation
<p><b>BENE# 19/13G</b></p> <p><b>Ortiz, Maria</b> 74 y/o; 10/7/1946 <i>Income: \$1,306   sub</i></p> <p><b>ARAW support</b> <b>\$611.35: Gifts:</b> Fresh Start Movers \$150 '19, Care Credit Card \$461.35 '19</p>	<p>ALBA Sharon O'Malley  (508) 717-0400</p>	<p>I had a second cataract surgery but there was no bill. I don't need anything else right now.</p>	<p>Over income due to MassHealth Buy In &amp; Extra Help</p> <p>Daughter now lives with her</p>	<p>No current ARAW financial support</p>	<p><i>Due to the current COVID situation the committee voted to make an eligibility exception and welcome Maria to move from beneficiary status to a FLO participant only. We offer this until things settle down and normalize. We are happy for her to stay connected to the ARAW in this way. We hope she will be happy as well.</i></p>
<p><b>BENE# EDDF</b></p> <p><b>Monteiro, Frances</b> 73 y/o; 8/9/1947 <i>Income: \$1,079   sub</i></p> <p><b>ARAW support</b> <b>\$357.80: Gifts:</b> EPERS \$51.95 '20, Holiday \$150 '20</p>	<p>ALBA Sharon O'Malley  (508) 717-0400</p>	<p>"We have a lot of concerns right now, but a lifeline for her safety would be a big help." (Words of Susan, her daughter)</p>	<p>EDDF approved 3 months EPERS – Will be covered by Senior Whole Health starting in Jan 2021</p>	<p>Request withdrawn</p>	<p><i>Please let Frances know that we are happy to consider future assistance and should a need arise that she or her family should reach out to you to submit a request.</i></p>

## BENEFICIARY TASK MEETING REPORT — DECEMBER 14, 2020

PRESENT: G. Beaton, P. Macknight, R. O'Connell, R. Saber, J. Beaulieu, D. Brooke,  
Also present: C. Foley

This month we continued the discussion of our support for homeowners insurance and real estate taxes. We currently support 4 women with these gifts.

It is not the amount of money that we are spending which is our concern. Rather it is our desire to help and at the same time protect and keep these women safe in their homes. We recognize that our role is limited. We are a foundation not a social agency but our desire to help and protect often puts us in a dilemma. We don't support home improvements or maintenance unless it is a safety issue but we have no right to tell a woman what to do.

From our own experience, we understand the complexity of making a decision to move out of one's home. No one likes change and no one wants to leave their home or make adjustments in their living arrangements in advancing years. Yet, that is exactly what many of us will be asked to do.

Unfortunately, we do not currently have any resources that can assist women in making these complex decisions. Going forward, how do we respond to these requests as "wise stewards"?

There is no easy solution to this problem but we decided on a two-fold approach. First, we will provide our women with information on the financial resources and options that are available to them. I think there is value in giving them printed material which they can refer to at their own pace and maybe give them food for thought. We can also continue to seek community resources that might be available to assist our women in making these important life decisions

Second, the beneficiary committee needs to be more thoughtful in considering requests for homeowners' assistance for women in their 60s and 70s. Rosemary reminded us that we are the last resort and we need to be more thoughtful in our deliberations and look at the long-term perspective.

Since there were no immediate topics that needed further discussion, we decided to schedule future task force meetings on an as-needed basis. Hopefully, now that we have a more organized system to review the requests, we may be able to discuss issues that arise at the end of our beneficiary meetings. One more meeting is scheduled in March to review the cable bills.

This is a strong, involved and thoughtful committee and I think that our discussions have provided more clarity to our decision making.

Thank you for your efforts.

Next Meeting: March 15, 2021

Respectfully submitted,

Diane Laflamme

## Grants Report | January 2021

**Grants Committee:** Gale Beaton, Jeannette Doyle, Mary Ellis, Diane Laflamme, Pam McKnight, Rosemary Saber, Jane Stankiewicz (Chair), Clare Healy Foley (ED)

Over the past year and a half the grants committee has revamped our total process for giving grants. We have moved from a process where we would identify what grantees we would fund and for how much to a more traditional RFP process open to community agencies as well as our current grantees. We also made our fiscal year an interim funding year funding only outreach positions while we transition to our new model.

Working with the finance committee we recommended that the FY22 total amount to be given would be \$300,000 and grants would be between \$1000 and \$50,000.

An RFP was developed and approved and a FY 22 grants cycle was developed. RFP was announced this past summer and Clare hosted information sessions for potential grantees. The application deadline November 13, 2020. We received 12 RFPs from a variety of organizations in the New Bedford area (please see attached summary sheet of all applicants). They are all very interesting!

We are now in the process of interviewing the candidates via zoom and we will bring our recommendations for funding to the February board meeting.

Our committee was very busy in December 2020 and January 2021 interviewing the grantees. We developed a set of customized questions for each agency which we gave them prior to our meetings. These meetings have been a rewarding and educational experience. During the first zoom session we met with the Fairhaven, Dartmouth, Westport and Acushnet COAs individually. The second group included the Cape Verdean Association of New Bedford, South Coast Counties Legal Services and the YWCA. We invited IAC and they did not respond.

After each interview session the committee regrouped and made tentative recommendations re: funding. When the sessions are complete, we will finalize these recommendations.

We plan to meet with the final group of grantees (New Bedford Whaling Museum, AHA!, The Zeiterion, New Bedford Art Museum) in the coming weeks and then we will finalize our recommendations to present to the board at the February board meeting.

Respectively submitted,

Jane Stankiewicz, Chair

Community Partner Grants Applications  
FY 2022

Name	Project Title	Project Budget	Requested Amount	The Ask
New Bedford Art Museum (NBAM/ArtWorks!)	Creative Care Program	\$50,000.00	\$50,000.00	NBAM is asking for funds that support: 1200 curated art kits, delivery and instruction at 60 sites over 20 weeks, outdoor supports for art and yoga, artist salaries, transportation/travel costs, exhibition expenses, staff and admin fees, marketing, and promotion.
Old Dartmouth Historical Society dba New Bedford Whaling Museum	Lighting the Way LifeLong Learning	\$23,670.00	\$23,310.00	The New Bedford Whaling Museum requests grant funding from ARAW to support a pilot program entitled Lighting the Way LifeLong Learning. Using content and inspiration from Lighting the Way: Historic Women of the SouthCoast, a collaborative public history project that explores the historical impact of women from diverse cultural and ethnic backgrounds who shaped their SouthCoast communities, the nation, and the world, our proposed project will provide its participants with opportunities for social interaction to combat loneliness and isolation. While the primary intended audience of the program is women ages 65 and older, other interested adults will also be welcome to participate.
South Coastal Counties Legal Services	The Rachel Howland Advocate for Older Adults	\$73,454.00	\$50,000.00	Please see the attached budget. Funds will be used to support a new paralegal position, located in SCCLS' New Bedford office, to address the needs of low income elders in New Bedford and surrounding towns served by ARAW. Funds will support salary, payroll taxes and the direct costs identified.
Town of Acushnet	Part-Time Outreach Specialist	\$15,334.27	\$15,334.27	100% of grant funds will be used to cover the Outreach Specialist's salary.
Town of Dartmouth	Strive to Thrive - Engagement Coordinator	\$77,279.00	\$50,000.00	The Dartmouth Council on Aging is requesting \$50,000 to create a full time Engagement Coordinator position. This position will enable the Dartmouth COA to provide a continuity of care that is not possible with part time positions. Continuity would allow us to have improved relationships with community members and enable us to work more effectively as we continue to meet the needs of the senior population. Through this position, we will be able to create a Technology Learning Program and Peer Support Group.

Community Partner Grants Applications  
FY 2022

Name	Project Title	Project Budget	Requested Amount	The Ask
YWCA Southeastern Massachusetts	Widowed Persons Program	\$22,664.00	\$5,000.00	The YWCA seeks \$5,000 in funding for day-to-day program support for our Widowed Persons Program (WPP). WPP is a supportive services program that targets all widows, especially those who are low-income, minority, disabled, LGBTQ+ and non-English speaking. The program serves newly widowed women age 60 and older who are still going through the grieving process. The program provides mixed group support and one-on-one emotional support, resource and referral information with a mutual self-help program. Volunteers widowed at least 18 months are trained as outreach volunteers helping the newly widowed to regain their sense of well-being. Funding will be used for day-to-day program expenses for support groups, newsletters and social events.
Zeiterion Performing Arts Center	Intergenerational Performing Arts Mentorship	\$35,150.00	\$25,000.00	A partnership between the ARAW and the Zeiterion Performing Arts Center would allow the pilot of a new Community Engagement program, The Intergenerational Performing Arts Mentorship. This program would partner two of our most vulnerable populations, the elderly and teenagers, and place them in a common, neutral space – the Performing Arts. Over the course of the year the pairs will be exposed to dance, music, theatre and given the space to process each performance together both in person and online – creating bonds that last far beyond the year!
AHA! (Arts, History, Architecture)	Portraits of a Port	\$50,420.00	\$22,500.00	The funds will be used primarily as salary for program organization and administration and production of the features. There is some money set aside for promotion and distribution of materials and posters as we move through a COVID re-opening strategy.
Cape Verdean Association in New Bedford	Outreach & Programming for New Bedford's Elderly Cape Verdean Community	\$16,225.00	\$16,225.00	All of this funding will allow CVANB to hire a part-time Coordinator to facilitate the social club and connect with elderly ARAW eligible Cape Verdean women living in Greater New Bedford, to connect them with resources, opportunities for basic education and skills training, as well as an opportunity to socialize with their peers and enhance their social life and physical and mental well-being. The additional funding allows CVANB to provide participants with food and transportation (when necessary) to enhance the atmosphere of social club.

Community Partner Grants Applications  
FY 2022

Name	Project Title	Project Budget	Requested Amount	The Ask
Immigrants' Assitance Center	Health and Wellness Outreach Program for Elders	\$65,520.00	\$30,000.00	The requested funds will be used to pay salary and benefits of staff who coordinate the program, work directly with elder female clients to provide services and connect them to ARAW, and the Executive Directors time on television and radio informing community members of our services.
Town of Fairhaven	Fairhaven Council on Aging Outreach Workers	\$45,833.16	\$45,833.16	If approved, \$45,140.16 will be used entirely for hours worked for both outreach workers. If approved, \$693.00 will be used for mileage reimbursement.
Town of Westport	Community Outreach	\$75,590.00	\$34,500.00	This Community Outreach Project funds will be used for 50% of the Outreach staff salaries.

# AdHoc Personnel Committee Meeting Minutes

## 01/01/21

Present: Clare Healy Foley, Cathy Mayall, Pamela McKnight, Angela Natho, Rosemary Saber, Jane Stankiewicz

### 1. Personnel Policies Handbook Draft review:

The most recently edited draft of the Personnel Policies Handbook was carefully read through page by page and discussed by the committee. Edits were made as needed.

- a. Workplace Safety- Employees will complete a daily Covid Checklist, not weekly.
- b. Covid Vaccine- Committee agreed to recommend, but not require, employees to receive the Covid vaccine when available. If an employee chooses not to do so, then all Covid protocols must stay in effect for the employee.
- c. Bereavement Policy- Reviewed in detail. Stand as written.
- d. Sick Leave Policy- Reviewed in detail. Stand as written.
- e. Paid Family and Medical Leave Act (PFMLA)- Reviewed in detail. ARAW will cover employee contribution to the program. Stand as written.
- f. Office Closures- Office closure decision is made by the Executive Director.
- g. Grievance Policy Procedure- Previous edits were reviewed and approved. Stand as written.
- h. Employee Disciplinary Policy- Committee agreed that the “philosophy of using progressive discipline prior to termination” should be approach that the Executive Director may utilize as appropriate but not a policy. It was discussed that progressive discipline may be appropriate in some circumstances but immediate termination may be needed in others.

### 2. Next Steps for draft of Policies Handbook:

The handbook will be included in the January monthly Board meeting packet for board members to review. At the January 14<sup>th</sup> meeting the Personnel Chair will introduce the handbook and the Personnel Committee and ED will discuss issues with and answer questions from the Board. If Board members have all questions and concerns addressed then the next step is to have legal counsel (Attorney Sue Weiner) review the document. After final edits, the Personnel Policies Handbook will be presented to the Board for a vote.

3. The next Personnel meeting is Friday January 22,2021. We will discuss Staff Benefit Summary and timeline for any benefit recommendations for the next fiscal year.

Respectfully submitted,  
Pamela McKnight



## ACKNOWLEDGMENT OF RECEIPT OF PERSONNEL POLICY

I have read and understand the staff personnel policies and understand that these policies do not constitute a contract. The Association maintains the right to deviate from these policies and to change these policies, with or without notice.

I understand I have the option to request hard copy print if preferred.

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Employee Name Printed

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Employee Signature

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Date



# ARAW PERSONNEL POLICIES

REV. 3/12/20, 11/24/20, 1/5/21, 1/8/21

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Welcome to the Association for the Relief of Aged Women of New Bedford (the ARAW). We are happy to have you helping us to achieve our shared vision of elderly women in our community living well and with dignity. We do so by furnishing financial assistance, providing friendship and promoting the welfare and relief of elderly women.

This employee handbook is provided to answer some questions you may have about employment at the ARAW. Please read it thoroughly and use it as a reference. This handbook serves only as a guideline to the policies and procedures of the ARAW, and in no way alters or modifies the *at will* employment relationship. Should you have any questions or concerns regarding these policies, please just ask.

We wish you success in your new position and hope that your employment with The ARAW will be a rewarding experience.

Sincerely,

Clare Healy Foley, Executive Director

Rosemary Saber, Board President

# **ASSOCIATION FOR THE RELIEF OF AGED WOMEN OF NEW BEDFORD (ARAW)**

## **I. POLICIES AND PROCEDURES**

**THIS EMPLOYEE HANDBOOK IS MEANT TO BE A REFERENCE FOR EMPLOYEE GUIDELINES. THIS HANDBOOK IS NOT AN EMPLOYMENT CONTRACT AND IS SUBJECT TO CHANGE IN WHOLE OR IN PART BY THE ARAW AT ITS SOLE DISCRETION AT ANY TIME WITH OR WITHOUT NOTICE. THIS HANDBOOK DOES NOT ALTER THE FACT THAT EMPLOYMENT BY THE ARAW IS AT WILL AND MAY BE TERMINATED BY THE ARAW AT ANY TIME FOR ANY OR NO REASON AS DETERMINED BY THE ARAW.**

### **A. Policies**

Personnel policies are reviewed at least annually and as necessary by the ARAW Personnel Committee, ARAW Board of Directors and the Executive Director and are subject to revision, as necessary. Policies are submitted to and voted on by the Board of Directors.

All current personnel policies and any addendums must be read and, annually, an acknowledgement form must be signed, dated and retained in the employee's folder.

Personnel files are confidential and shall be treated as such.

### **B. Equal Opportunity Employment Practices**

The ARAW will give consideration to qualified candidates applying for employment without discriminating on the basis of race, color, national origin, ancestry, creed, sex, genetics, gender identity, sexual orientation, age, disability, marital status, military service, status as a veteran, pregnancy or any other characteristic protected by federal, state or local laws.

The ARAW will not discriminate against its employees on the basis of race, color, national origin, ancestry, creed, sex, genetics, gender identity, sexual orientation, age, disability, marital status, military service, status as a veteran, pregnancy or any other characteristic protected by federal, state or local laws.

## **II. EMPLOYMENT REQUIREMENTS**

### **A. Employment Application**

Each applicant must complete an employment application. A resume may accompany the application. Two (2) satisfactory professional references shall be obtained prior to employment. Additional references may be checked as well. The ARAW may, at its

discretion, decide to accept personal references where no professional references are available. All references will be filed in the personnel file.

## **B. CORI Review**

Criminal Offender Record Information (CORI) checks are part of a general background check for employment or volunteer work and the following practices and procedures will generally be followed.

1. CORI checks will only be conducted as authorized by the Massachusetts Department of Criminal Justice Information Services Criminal History Systems Board (DCJIS) (formerly the CHSB). Applicants will be notified that a CORI check will be conducted and a check will not be conducted until a CORI Acknowledgement Form has been completed. If requested, the applicant will be provided with a copy of the CORI policy.
2. An informed review of a criminal record requires adequate training. Accordingly, all personnel authorized to review CORI in the decision-making process will be thoroughly familiar with the educational materials made available by DCJIS.
3. Unless otherwise provided by law, a criminal record will not automatically disqualify an applicant. Rather, determinations of suitability based on CORI checks will be made consistent with this policy and any applicable law or regulations.
4. If a criminal record is received from DCJIS, the authorized individual will closely compare the record provided by DCJIS with the information on the CORI request form and any other identifying information provided by the applicant, to ensure the record relates to the applicant.
5. If the ARAW is inclined to make an adverse decision based on the results of the CORI check, the applicant will be notified immediately. The applicant shall be provided with a copy of the criminal record and the organization's CORI policy, advised of the part(s) of the record that make the individual unsuitable for the position or license, and given an opportunity to dispute the accuracy and relevance of the CORI record.
6. Applicants challenging the accuracy of the policy shall be provided a copy of DCJIS's ***Information Concerning the Process in Correcting a Criminal Record***. If the CORI record provided does not exactly match the identification information provided by the applicant, the ARAW will make a determination based on a comparison of the CORI record and documents provided by the applicant. the ARAW may contact DCJIS and request a detailed search consistent with DCJIS policy.

7. If the ARAW reasonably believes the record belongs to the applicant and is accurate, then a determination of suitability for the position will be made. Unless otherwise provided by law, factors considered in determining suitability may include, but not be limited to the following:
  - a. Relevance of the crime to the position sought;
  - b. The nature of the work to be performed;
  - c. Time since the conviction;
  - d. Age of the candidate at the time of the offense;
  - e. Seriousness and specific circumstances of the offense;
  - f. The number of offenses;
  - g. Whether the applicant has pending charges;
  - h. Any relevant evidence of rehabilitation or lack thereof;
  - i. Any other relevant information, including information submitted by the candidate or requested by the hiring authority
8. The ARAW will notify the applicant of the decision and the basis of the decision in a timely manner.
9. CORI documentation is kept separately in a locked file and will only be disclosed in accordance with applicable laws and regulations.

### **C. Professional Dress Code**

In order to maintain and enhance our public image, ARAW employees shall be neat and clean in their professional appearance.

***Improper Attire for all:*** Athletic wear such as spandex, running suits or jogging and exercise suits, sweatshirts and hats are improper attire. Spandex stretch pants or shorts above the knee are inappropriate. Tank tops, muscle shirts, T-shirts with logos, crop tops and halter-tops.

Any employee who does not comply with the dress code shall be asked to return home and change to appropriate clothing.

### **D. Ethical and Professional Standards**

Employees are expected to establish and maintain professional relationships with beneficiaries and beneficiaries' caregivers, with coworkers, community partners, supervisors, supervisees, board members and with all others they interact with in the course of their job performance.

Employees must not violate professional boundaries by offering advice outside their

area of expertise and job scope, by imposing their personal values on others or by acting in a nonprofessional manner. Acting in a nonprofessional manner includes the use of profanities or crude language, failing to act in a civil and respectful manner, or failing to respect the dignity and privacy of others in conversations and other interactions.

Annually, employees must sign a confidentiality agreement and are expected to protect beneficiaries' privacy at all times.

## **E. Drug, Alcohol and Smoke-Free Workplace Policy**

The ARAW absolutely prohibits the use, consumption, sale, purchase, transfer, or possession of any illegal drug, or the use, sale, or distribution of prescription drugs without the appropriate prescription by any employees during working hours, while representing the ARAW or while on the premises or working. The consumption of alcohol or marijuana while on duty is prohibited.

Further, it is a violation of these personnel policies to report to work under the influence of alcohol or marijuana, or while impaired by any legal drug. Violation of this policy can result in disciplinary action, up to and including termination, even for a first offense. It is the ARAW's policy to provide a healthy environment and therefore, all locations are smoke-free, and employees are not permitted to smoke in beneficiaries' homes. Use of marijuana, including any legal recreational use, while working or on the ARAW property is prohibited, as is being under the influence of recreational marijuana while working.

### **1. Definition of Drugs**

Legally prescribed medications are not covered under this policy and are permitted to the extent that their use does not adversely affect the employee's work ability, job performance or the safety of others in the workplace.

### **2. Employee Assistance**

The Association will, to the best of its ability, work with employees suffering from drug or alcohol abuse disorders or other personal/emotional problems in receiving the assistance necessary to overcome their dependency.

Any employee seeking such assistance is encouraged to discuss the situation before problems begin to surface in the workplace. Any disclosures made by an employee will be treated as strictly confidential.

### **3. Drug and Alcohol Use and Testing Policy**

#### **a. Policy**

The ARAW is committed to providing competent safe services to its

beneficiaries and protecting the safety of persons in the surrounding community. Being under the influence of any drug or alcohol while providing beneficiary support or while driving may pose a serious threat to the safety of the employee, beneficiaries and to the public at large.

The possession, use, or sale of alcohol, marijuana or illegal drugs, in the workplace also poses unacceptable risks for safe and healthful operations. For these reasons, the ARAW is dedicated to maintaining a work environment free from the influence of drugs and alcohol.

Depending on the circumstances and at the ARAW's discretion, violation of this policy may result in discipline, termination of employment and an employee being required to participate in drug and/or alcohol rehabilitation services in accordance with terms set by the ARAW.

#### **b. Definitions**

- i. Drug or Controlled Substance:** A drug or controlled substance is defined as any controlled substance defined or classified as such according to the law. These include, but are not limited to, marijuana, cocaine, LSD, PCP, heroin, other opiates, amphetamines and barbiturates.
- ii.** Legal and illegal use of marijuana while working or on the ARAW premises is prohibited. Impairment by legal or illegal use of marijuana while working or on the ARAW premises is also prohibited.
- iii.** Controlled substances include prescription medications, except where such medications have been prescribed for the employee by his or her physician (or other licensed health care professional), are being used for prescribed purposes in the prescribed manner, and do not cause impairment.
- iv.** Controlled substances do not include lawful over-the-counter medications used in accordance with directions.

#### **c. Scope**

This policy shall apply to all employees of the ARAW holding positions involving beneficiary support or driving.

#### **d. Reasonable Suspicion Drug/Alcohol Test**

Employees who provide beneficiary support or drive as part of their duties for the ARAW may be required to submit to reasonable suspicion drug and alcohol testing during their employment with the ARAW. These employees may be asked to immediately submit to a drug and/or alcohol test upon showing signs of not being fit for duty or demonstrating a documented pattern of unsafe work and/or driving behavior.

An employee's selection for reasonable suspicion drug and/or alcohol testing shall be substantiated by objective information such as:

- i. Direct observation of drug or alcohol use and/or behaviors consistent with being under the influence of a drug or alcohol.
- ii. Reasonable suspicion that an employee's conduct or behavior while at work, absenteeism, tardiness or deterioration in work performance may be related to drug or alcohol use.
- iii. Knowledge or evidence that an employee is involved in the use, possession, sale, solicitation or transfer of drugs while working or while on the employer's premises; treating, caring for, or interacting with the ARAW's beneficiaries; or operating the employee's vehicle or equipment.
- iv. The employee's involvement in a motor vehicle accident while working.

#### **4. Smoking Policy**

It is the policy of the ARAW to protect employees and members of the public who use or visit our offices from exposure to environmental tobacco or marijuana smoke. In order to achieve this goal:

- a. The use of lighted tobacco or marijuana products is not permitted inside the ARAW office, is not permitted on the ARAW property or in or around the home of ARAW beneficiaries.
- b. Persons who use lighted tobacco or marijuana products off ARAW or beneficiary property will not litter adjacent property with used tobacco or marijuana materials and will comply with all laws governing such materials. Employees may not use recreational marijuana products at any time during their working shifts.
- c. Persons who use lighted tobacco or legal marijuana products off property will be respectful of the health and safety of our neighbors and the neighbors of our beneficiaries by safeguarding them from exposure to second-hand smoke and complying with all applicable laws.

The ARAW is under no obligation to fund, design, build, operate or maintain outdoor smoking shelters.

## F. Workplace Safety During a Public Health Risk like COVID 19

The ARAW has developed special protocols for the safety of our employees and authorized visitors. All employees or authorized visitors to the ARAW office should follow the lead of all directives set forth by the Governor or those set forth by local government officials should local circumstances warrant added precautions. The ARAW chooses to err of the side of safety and follow the directives which exercise the most prudence, vigilance and risk avoidance.

1. If employees or authorized visitors have any sign of a cold, cough, sneeze, respiratory issue or any identified symptoms of COVID-19 or if there has been contact with someone who has been diagnosed with COVID-19 or is suspected of having COVID-19, **do not come to the office.**
2. Employees should contact the Executive Director immediately, to make appropriate arrangements including the need to self-quarantine and structured work from home.
3. Per the Governor's directive, the need to self-quarantine will also apply if employees travel out of state for an extended time. Structured work from home is always an option.
4. Employees and authorized visitors must be wearing a mask when entering the office. If an employee does not have one, one will be provided. Masks do not need to be worn when alone in an office. Masks must be worn in any public spaces – this includes the bathroom, the supply closet, the mailbox and the copier – or if an employee is in a shared space with anyone. If leaving the building, employees are expected to be wearing a mask.
5. Upon entering the office, employees are expected to wash/disinfect hands prior to touching anything. A bottle of hand sanitizer is available on the table directly to the left upon entering the front door and on the table to the right if entering through the back door. Another bottle is available on the table next to the copier, should an employee enter from the stairs. Employees are encouraged to continue to wash and disinfect their hands on a regular basis throughout the workday.
6. Each day, employees are asked to complete the Checklist. This is important for employees' continued health but also for the health of their families, our beneficiaries as well as their colleagues and their families. Should anything change at any time, please notify the Executive Director immediately.
7. Only pre-approved visitors, who are here to conduct ARAW business, will be allowed to enter the ARAW office. The front door will remain locked. A sign

stating this policy will be posted. Any pre-approved visitor will be expected to follow all stated office protocols, including the completion of a checklist.

8. While not a requirement of employment, once available, vaccinations are strongly recommended. Should an employee choose not to receive a vaccination, adherence to the above protocols will remain mandatory.
9. Adherence to the above protocols for all employees will remain a requirement until the public health risk subsides or the effectivity of a vaccine is proven.

### **III. STAFF DEVELOPMENT**

#### **A. Orientation**

All employees are provided with an orientation, which encompasses the ARAW policies, goals, specific job responsibilities and job performance expectations.

#### **B. Performance Appraisals**

The ARAW strives to ensure that all employees are evaluated by their supervisor after the first three months of employment, then annually at the start of each fiscal year. All employees will also be asked to complete a self-evaluation. All employees must read, sign and date their final evaluations. Employees have a right to comment on their evaluations in writing. The evaluation is retained in the employee's personnel file and is available to the employee upon request.

### **IV. EMPLOYEE CATEGORIES**

#### **A. Full-time**

Full-time employees work a minimum of 40 hours per week. Employees non-exempt hourly employees working over 40 hours in one week will be compensated at time-and-one-half the regular rate. Overtime must be pre-approved by the Executive Director. Full-time employees are eligible for benefits. To the extent practicable, the schedule of work shall be retained and rotated equitably among the staff and for extended hours coverage on weekends, holidays, evenings, if necessary.

#### **B. Part-Time**

A part-time employee is an employee who works fewer than 40 hours per week on average. Non-exempt hourly employees working over 40 hours in one week will be compensated at time-and-one-half the regular rate. Overtime must be pre-approved by the Executive Director.

All employees are eligible for paid sick time in accordance with the Massachusetts leave law and shall accrue sick time at a rate of no less than 1 hour for every 30 hours worked, with a maximum accrual of 40 hours. See the Sick Leave policy for more information.

### **C. Per Diem**

A per diem employee is employed on an "as-needed" basis. Assignments are given to Full-time and Part-time employees, then per diem employees, as needed.

Per Diem employees are paid on an hourly basis. They are not eligible for any benefits except for those required by law, such as the sick time required by the Massachusetts Sick Leave Law, which shall accrue at a rate of no less than 1 hour for every 30 hours worked, with a maximum accrual of 40 hours. See the Sick Leave policy for more information.

Non-exempt hourly employees working over 40 hours in one week will be compensated at time-and-one-half the regular rate. Overtime must be pre-approved by the Executive Director.

Per Diem employees who do not work within a three-month period will be deemed "inactive" and shall be required to return any ARAW property.

For all categories of employees, benefits may be periodically reviewed and modified.

## **V. BENEFITS**

### **A. Holidays**

Effective October 8, 2020, the ARAW office will be closed and employees will be paid for twelve holidays as follows: Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Day, New Years' Day, MLK Day and Presidents' Day.

If a holiday falls on a Saturday, it is observed on the preceding Friday. Sunday holidays will be observed on the following Monday.

Full-time and part-time employees are eligible for paid holidays after three months employment.

Part-time employees working 1,040 hours or more annually will be granted holiday pay pro-rated to the average number of hours worked per day during the previous three months.

No holiday time will be paid if the employee calls in sick the working day before or the

working day after a holiday, unless a doctor's note is provided to the employee's immediate supervisor or the employee obtains the approval of management.

No holiday time is paid while an employee is out on leave of absence, paid family medical leave, a Workers' Compensation leave or any unpaid leave.

## **B. Insurance**

- 1. Workers' Compensation Insurance:** shall be provided in accordance with the laws of the Commonwealth of Massachusetts for employees injured in the course of employment. The claims department of the insurance company makes decisions concerning covered accidents. Any accident occurring during the course of the employment must be reported promptly to the immediate supervisor and the appropriate forms completed and forwarded to the insurance company. Professional Liability Insurance is provided by the ARAW.
- 2. Health and Dental Insurance:** The ARAW offers health and dental insurance. The ARAW will pick up a portion of the cost for full-time employees and a portion of the cost for part-time employees working at least 1,040 hours per year. The cost-sharing rate is determined by the Board of Directors and reviewed annually. Refer to the most current Staff Benefit Summary for coverage information, rates and enrollment schedules.

## **C. Leave of Absence**

- 1. Bereavement:** After ninety (90) days' employment, paid bereavement leave, not to exceed three (3) days, shall be granted for the death of an immediate family member (parent, spouse, child, brother, sister, grandparent, parent-in-law, brother-in-law, sister-in-law, step-parent, significant other or other person living in the same household). Such leave shall be pro-rated on the average hours worked per day. One (1) day will be given with pay for the attendance at the funeral in the case of the death of an aunt, uncle, cousin, niece or nephew.
- 2. Sick Leave:** Upon hire or effective November 12, 2020, whichever is later, all ARAW employees earn and can use paid sick leave according to the ARAW policies and procedures, which shall comply with the Massachusetts Sick Leave law.

Unused sick time and personal time may be rolled over indefinitely. Unused sick time and personal time are forfeited upon separation from employment.

- a. **Full-time** staff shall be entitled to eight (8) days of paid sick leave per fiscal year. Each day is equivalent to 8 hours.

- b. **Part-time** staff working 1,040 or more hours per year shall be entitled to a pro-rated portion of eight (8) days of paid sick leave based on the number of hours worked in an average week. Part time staff working fewer than 1,040 hours per year shall accrue sick leave at a rate of 1 hour for every 30 hours worked, which is capped at 40 hours per year.
- c. **Per Diem** staff are eligible to earn paid sick leave at a rate of one hour of leave for every thirty (30) hours worked; to a maximum of forty (40) hours per fiscal year.

When an employee is unable to report for work as scheduled and wishes to utilize sick leave as provided under this policy, he/she should notify the Executive Director as soon as possible, preferably at least one hour before the employee is scheduled to work. In addition, an employee should notify the Executive Director on each day of absence, unless on a pre-approved extended leave of absence. Employees may be asked to submit a health care provider's note documenting the need for leave or ability to return to work after an absence of three consecutively scheduled workdays.

Sick leave is paid at the employee's regular hourly rate of pay. Sick leave may be used in increments of one hour. At the discretion of the ARAW Executive Director, if an employee is absent from work for a reason that qualifies for sick leave, he/she may have the option of working the same number of hours in the same or next pay period to make up the time and not have to use earned sick leave for the missed time.

- 3. **Jury Duty:** Employees serving on jury duty shall be paid their regular wages by the ARAW for the first three days of jury service. After the third day, the ARAW will pay the employee the difference between his or her regular earnings from the ARAW and his or her compensation from the Court.
- 4. **Military Leave:** A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

Employees will receive partial pay for two-week training assignments and shorter absences. Upon presentation of satisfactory military pay verification data, employees will be paid the difference between their normal base compensation and the pay (excluding expense pay) received while on military duty. The portion of any military leaves of absence in excess of two weeks will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

5. **Massachusetts Domestic Violence Leave:** All employees are eligible for up to **fifteen (15) days of leave per 12-month period** if the employee, or a family member of the employee, is a victim of domestic violence.

- a. **Who is eligible to take domestic violence leave?**

An employee is entitled to leave if:

Employee and/or their family member(s) have been subject to domestic violence or abuse.

“Family members” include spouses; live-in boyfriends or girlfriends; individuals with whom they have a child or children; and parents, step-parents, children, step-children, siblings, grandparents, grandchildren or persons with whom the employee has a guardian relationship.

The definition of domestic violence and abuse includes threats, intimidation and physical or sexual assault by (1) a current or former romantic partner; (2) a blood or marriage relative; or (3) someone living with the employee or family member.

- b. **What can the leave be used for?**

Employees may take the leave only to attend to issues relating directly to the abuse, including seeking or obtaining housing, medical attention, counseling, victim services or legal assistance; appearing in court or before a grand jury;

meeting with a district attorney or other law enforcement official; or attending a child custody proceeding.

**c. Pay During Leave**

Employees must use unused paid sick, personal and/or vacation time prior to going on non-paid leave.

**d. Notification of Leave**

Employees must contact the ARAW office to request the leave in advance (unless there is a threat of imminent danger).

In the case of unscheduled leave, the employee must notify the employer within three (3) working days that the leave was taken or is being taken.

Employees will be asked to provide documentation evidencing the need for the leave.

- 6. Pregnant Workers Fairness Act:** The ARAW prohibits and will not tolerate discrimination or retaliation against any employee or applicant because of that person's pregnancy, childbirth or pregnancy-related condition, including but not limited to the need to express breast milk. In addition, no employee will be disciplined, intimidated or otherwise retaliated against for exercising rights described in this policy or under applicable law.

We are committed to providing equal employment opportunities to pregnant employees and employees who have pregnancy-related conditions. If you become pregnant, you have the right to request a reasonable accommodation for conditions related to your pregnancy, childbirth or related conditions. These may include:

- a. More frequent or longer breaks;
- b. Time off to recover from childbirth;
- c. Acquisition or modification of equipment or seating;
- d. Temporary transfer to a less strenuous or hazardous position;
- e. Job restructuring;
- f. Light duty;
- g. Break time;
- h. Private non-bathroom space for expressing breast milk;
- i. Assistance with manual labor; and/or
- j. Modified work schedules.

Any requests for pregnancy-related accommodations should be made in accordance with the procedure described above.

## 7. Paid Family Medical Leave

Employer Notice to W2 Employee Covered Entities with fewer than 25 Workers Rights and Obligations under the Massachusetts Family and Medical Leave Law, M.G.L. c. 175M

### a. Beginning January 1, 2021, employees may be entitled to up to:

- i. 12 weeks of paid family leave in a benefit year for the birth, adoption, or foster care placement of a child, or because of a qualifying exigency arising out of the fact that a family member is on active duty or has been notified of an impending call to active duty in the Armed Forces;
- ii. 20 weeks of paid medical leave in a benefit year if they have a serious health condition that incapacitates them from work
- iii. 26 weeks of paid family leave in a benefit year to care for a family member who is a covered service member undergoing medical treatment or otherwise addressing consequences of a serious health condition relating to the family member's military service.

### b. Beginning July 1, 2021, employees may be entitled to up to:

- i. 12 weeks of paid family leave in a benefit year to care for a family member with a serious health condition.
- ii. 26 total weeks, in the aggregate, of paid family and medical leave in a single benefit year.

Weekly benefit amount will be based on earnings, with a maximum benefit of \$850 per week.

### c. Job Protection, Continuation of Health Insurance, No Retaliation

- i. Job Protection: Generally, if an employee takes family or medical leave under the law the employee must be restored to their previous position or to an equivalent position, with the same status, pay, employment benefits, length-of-service credit and seniority as of the date of leave.
- ii. Continuation of Health Insurance: An employer must continue to provide for and contribute to employment-related health insurance benefits, if any, at the level and under the conditions coverage would have been provided if the employee had continued working continuously for the duration of such leave.

- iii. No Retaliation: It is unlawful for any employer to discriminate or retaliate against an employee for exercising any right to which they are entitled under the paid family and medical leave law. An employee or former employee who is discriminated or retaliated against for exercising rights under the law may, not more than three years after the violation occurs, institute a civil action in the superior court.

**d. Contributions to the DFML Family and Employment Security Trust Fund**

- i. On October 1, 2019, contributions to the Department of Family and Medical Leave (DFML) Employment Security Trust Fund will begin. An employer will be responsible for sending contributions to the DFML for all employees. Employers with fewer than 25 covered workers are not required to pay the employer share of the contribution that larger employers must pay. Therefore, the “effective contribution” rate includes only the employee or covered worker share.
- ii. As of December 10, 2020, the ARAW Board voted to cover this expense, so that there is no additional cost to any employee.
- iii. The contribution rate may be adjusted annually and can be found in the effective rate notice at [www.mass.gov/DFML](http://www.mass.gov/DFML)

**e. How to File a Claim**

Employees must file claims for paid family and medical leave benefits with the DFML using the Department’s forms. Forms and claim instructions will be available on the Department’s website [www.mass.gov/DFML](http://www.mass.gov/DFML)

- i. Employees are required to provide at least 30 days’ notice to their employer of the anticipated starting date of any leave, the anticipated length of the leave and the expected date of return.
- ii. An employee who is unable to provide 30 days’ notice due to circumstances beyond his or her control is required to provide notice as soon as practicable.

**f. Payment for Concurrent Leave**

Any paid leave provided under a collective bargaining agreement or employer policy and paid at the same or higher rate than paid leave available under this law shall count against the allotment of leave benefits available under this law.

## **E. Retirement Plan**

The ARAW has a profit-sharing plan, in the form of a Simple IRA, for full-time employees over the age of 21 and who have received at least \$5,000 in compensation from the ARAW in the past two prior years and are reasonably expected to receive at least \$5,000 in compensation from the ARAW during the current year. Further information regarding eligibility requirements and plan benefits is available upon request.

## **F. Vacation**

It is the policy of the ARAW to grant annual vacation time with pay to eligible full-time and part-time employees. Vacation time is based on the employee's job classification and length of service. An employee's vacation cycle coincides with the fiscal year. Vacation time must be approved by and scheduled with the Executive Director.

One week (40 hours) of unused vacation time may be rolled over at the end of the fiscal year and must be used within one year. At the time of separation from employment vacation days will be paid out as wages to eligible employees. Terminated employees with fewer than six months of service do not receive vacation payout.

## **G. Personal Days**

All full-time employees are granted one paid personal day per fiscal year for personal matters and unexpected situations. Personal days may be carried over indefinitely. Any unused personal days are forfeited upon termination of employment and will not be paid out as wages.

## **H. Professional Meetings**

Time off with pay may be granted to attend professional meetings at the discretion of the Executive Director.

## **I. Transportation**

All employees utilizing an automobile in the course of their daily duties must have a valid driver's license and automobile liability insurance.

It is the ARAW's policy to reimburse employees for pre-authorized expenses incurred while conducting ARAW business. Pre-approved expenses may include transportation, parking fees and tolls. Activities that justify the reimbursement of a reasonable expense include attendance at job-related meetings, conventions and seminars that are required by the ARAW.

Mileage will be paid at a rate set IRS and reviewed periodically. Mileage will be computed from the office to each case and back to the office. After the last call of the day, when not reporting back to the office, mileage will be computed from the first call of the day to the last call of the day. Mileage attributable to lunch breaks or personal errands shall not be reimbursed.

Employees are not permitted to transport beneficiaries or their caregivers in their personal vehicles.

## **VI. OFFICE CLOSURES**

### **A. Inclement Weather or Community Emergency**

The ARAW office will be open unless it is determined by the Executive Director that the safety of our employees is at risk and travel during these circumstances is ill-advised. Should the ARAW be open but an employee chooses not to work, vacation time or personal time may be used to get paid when adverse conditions prevent employees from working.

### **B. Work from Home Policy**

All staff may work from home in the event of quarantine, special risk of a public health risk like Covid-19 or other events that prevent work in the office as determined by the Executive Director.

Portable printers and laptop computers will be provided if needed. Work related cell phone use by employees working at home will be reimbursed. When working from home, employees will submit weekly work plans and progress reports as directed by the Executive Director.

## **VII. SALARIES AND WAGES**

Salaries and performance will be reviewed annually based on the fiscal year. Increases will be based on merit, internal equity and available funding at the discretion of the Board of Directors.

Consistent with the requirements of applicable law, the ARAW intends to pay certain exempt employees on a salary basis rather than on an hourly or fee basis. The ARAW will not make deductions from the salary of an exempt employee except permitted by the Fair Labor Standards Act.

Employees who believe a deduction was incorrectly taken from their salary, and any employee with a wage concern, should contact the office immediately. The ARAW will promptly investigate all complaints of incorrect deductions from employees' salaries or

any inappropriate wage payment practice. In the event the ARAW concludes that an incorrect deduction was made from an employee's salary, or that any wage payment practice is erroneous or improper, the ARAW will take corrective action such as reimbursing the affected employee for the incorrect deduction and taking appropriate steps to prevent further incorrect deductions. The ARAW will not retaliate against any employee for making a complaint under this policy.

## **VII. SEPARATION OF SERVICE**

Separation may be the result of voluntary resignation, requested resignation, layoff or discharge.

### **A. Voluntary Resignation**

It is expected that a resigning employee will provide at least two (2) weeks' written notice of resignation. A separation interview with the Executive Director is expected. A separation evaluation will be prepared in writing.

### **B. Requested Resignation**

An employee may be requested to resign. At the option or discretion of the ARAW, the employee will be given two weeks' notice or two weeks salary in lieu of notice.

### **C. Discharge and Layoffs**

As employment is at will, the ARAW retains the right to terminate the employment relationship at any time with or without prior notice and for any or no reason. While the ARAW strives to provide advance notice where possible, the ARAW may choose to terminate an employee immediately for failure to follow the ARAW policies and procedures or any other applicable laws and regulations, and wherever the ARAW deems it prudent or appropriate to do so. An employee can ask the Personnel Committee of the ARAW's Board of Directors to review his or her termination by filing a timely grievance in accordance with the ARAW's policies.

### **D. ARAW Property**

Employees who are terminated, discharged or resign are required to return all ARAW property upon termination/resignation. This includes laptops, printers, keys, credit cards and any equipment assigned to the employee upon hire or during the employee's tenure.

If ARAW property is damaged, lost, or stolen, as the result of employment or department negligence, the Executive Director will review the circumstances under which the damage, loss, or theft occurred and determine financial responsibility.

If the employee is determined responsible due to misuse or negligence, the employee shall pay the cost of repairing or replacing the equipment. In such a case the ARAW may deduct the necessary funds to repair or replace the damaged equipment from the employee's paycheck(s) or otherwise charge the employee for the repair or replacement costs.

#### **VIII. GRATUITIES**

A gift of money must not be accepted unless it is a contribution to the ARAW and a receipt left with the donor. An acknowledgment will be sent to the donor by the ARAW. Employees may accept token gifts from clients/others, e.g., plants, cookies, candy, etc.

#### **IX. CODE OF CONDUCT**

Employees are expected to act in a professional manner at all times. This policy gives examples of the types of conduct which are prohibited and may result in discipline, up to and including termination of employment. Nothing in this "Code of Conduct" section changes the agreement and understanding that employment with the ARAW is at-will, that either the employee or the Company may terminate the employment relationship at any time, with or without notice or cause, and that the Company is not bound to follow any policy, procedure, or process in connection with employee discipline, employment termination or otherwise. An employee may be terminated immediately without prior discipline or warning if justified in the ARAW's sole discretion.

The following examples illustrate the types of conduct that are not in the best interests of either the ARAW or its employees and which, therefore, are prohibited. Violation of these rules or any other form of misconduct or unsatisfactory performance may result in appropriate disciplinary action, up to and including immediate termination. This list is not exhaustive as it would be impossible to develop rules covering every possible situation. Examples of misconduct include, but are not limited to, the following:

Violating the code of conduct, ethical practice or professional standards of the employee's professional organization.

Violating appropriate beneficiary/caregiver, volunteer or supervisory boundaries. Examples include engaging in inappropriate personal relationships with beneficiaries, board members or supervisees or exploiting a beneficiary relationship for personal gain.

Violating the duty to act in the best interests of the ARAW and its beneficiaries.

Failing to act in a civil and respectful manner or failing to respect the dignity and privacy of others.

Bullying or harassing others, including through personal social media.

Dishonesty, including, but not limited to theft, falsification of employment records or misrepresentation of facts in obtaining employment.

Insubordination or violation of the ARAW policies or applicable laws and regulations.

Use of company premises for any purpose deemed hazardous.

Actions detrimental to the best interest of the ARAW. Such actions include any conduct that may impair the good business reputation of the ARAW, impair the successful operation of the ARAW or violate the ARAW's values, including through personal social media.

Destroying, defacing or damaging the ARAW property, the property of another employee, volunteer or beneficiary.

Possession of any weapon or firearm on the ARAW's grounds.

Criminal conduct on the ARAW grounds.

Conviction of a crime.

## **X. SEXUAL HARASSMENT / DISCRIMINATION POLICY**

### **A. Introduction**

It is the goal of the ARAW to promote a workplace that is free of sexual harassment as well as any other harassment or discrimination that is based on any legally protected characteristic such as race, color, national origin, ancestry, creed, sex, genetics, gender identity, sexual orientation, age, disability, marital status, military service or status as a veteran. Sexual harassment of and discrimination against employees occurring in the workplace, or in other settings in which employees may find themselves in connection with employment, is unlawful and will not be tolerated by this organization.

Further, any retaliation against an individual who has complained about sexual harassment, discrimination or retaliation against individuals for cooperating with an investigation of a sexual harassment or discrimination complaint is similarly unlawful and will not be tolerated.

To achieve our goal of providing a workplace free from sexual harassment and discrimination, the conduct that is described in this policy will not be tolerated, and we have provided a procedure by which inappropriate conduct will be dealt with, if

encountered by employees.

Because the ARAW takes allegations of sexual harassment and discrimination seriously, we will respond promptly to complaints of such conduct and where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate.

Please note, that while this policy sets forth our goals of promoting a workplace that is free of sexual harassment and discrimination, the policy is not designated or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of sexual harassment or discrimination. Harassment, bullying, and other inappropriate or unprofessional conduct is prohibited regardless of whether it rises to the level of conduct that is prohibited by law.

## **B. Definition of Sexual Harassment and Discrimination**

In Massachusetts, the legal definition for sexual harassment is sexual advances, requests for sexual favors and verbal or physical conduct of a sexual nature when:

1. Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or
2. Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is quite broad and, in addition to the above examples, other sexually oriented conduct whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating or humiliating to male or female workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct, which, if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances,

including the severity of the conduct and its pervasiveness:

- a. Unwelcome sexual advances – whether they involve physical touching or not;
- b. Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies or prowess;
- c. Displaying sexually suggestive objects, pictures, or cartoons;
- d. Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- e. Inquiries into one's sexual experiences; and
- f. Discussion of one's sexual activities

Employment discrimination in general is adverse action by the employer against an employee that is motivated by discriminatory intent rather than a legitimate business reason. Like sexual harassment, it may include harassment or a hostile environment based on a legally protected category.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment or other discrimination, and retaliation against individuals for cooperating with an investigation of a sexual harassment or discrimination complaint, is unlawful and will not be tolerated by the ARAW.

### **C. Complaints of Sexual Harassment or Discrimination**

If any ARAW employee believes that he or she has been subjected to sexual harassment or employment discrimination, the employee has the right to file a complaint with the Personnel Committee. This may be done in writing or orally.

### **D. Sexual Harassment Investigation**

When a complaint is received, the allegation will be promptly investigated in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. The investigation will include a private interview with the person filing the complaint and with witnesses. The person alleged to have committed sexual harassment or discrimination will also be interviewed. When the investigation is complete, and to the extent appropriate, the person filing the complaint and the person alleged to have committed the conduct of the results of the investigation will be informed of the outcome.

If it is determined that inappropriate conduct has occurred, prompt action will be taken to eliminate the offending conduct, and where it is appropriate, disciplinary action will be imposed.

## **E. Disciplinary Action**

If it is determined that inappropriate conduct has been committed by an ARAW employee, appropriate action under the circumstances will be taken. Such action may range from counseling to termination of employment, and may include such other forms of disciplinary action, deemed appropriate to the circumstances.

## **F. State and Federal Remedies**

In addition to the above, if an ARAW employee believes he or she has been subjected to sexual harassment or other employment discrimination, he or she may file a formal complaint with either or both of the government agencies set forth below. Using the ARAW complaint process does not prohibit an employee from filing a complaint with these agencies. Each of the agencies has a short time period for filing a claim (EEOC – 180 to 300 days; MCAD – 300 days).

The United States Equal Employment Opportunity Commission (“EEOC”)  
1 Congress Street – 10<sup>th</sup> Floor  
Boston, MA 02114  
617-565-3200

The Massachusetts Commission Against Discrimination (“MCAD”)  
Boston Office:  
One Ashburton Place – Rm. 601  
Boston, MA 02108  
617-994-6000

Springfield Office:  
436 Dwight St. – Rm. 220  
Springfield, MA 01103  
413-739-2145

## **XI. EMPLOYMENT GRIEVANCE PROCEDURE**

The ARAW strives to establish policies to ensure mutual trust and respect as well as overall fairness. Clear and open channels of communication in both directions between employees is paramount to positive employee relations.

In cases where problems arise, employees should make every effort to resolve the problem informally. Each employee is expected to listen to and carefully consider the complaints of their colleagues.

All employees may protest disciplinary decisions by the ARAW, subject to the following

provisions:

- A. If unable to resolve the issue informally, the employee should first discuss the matter with the Executive Director.
- B. If a mutually satisfactory understanding is not reached through such conferences, the employee, within three (3) days shall present his or her complaint to the Personnel Committee in writing. Within seven (7) days, a written decision shall be rendered by representatives of the Personnel Committee.
- C. The decision of the Personnel Committee representatives shall be final unless the employee requests a review by the Board of Directors Executive Committee.
  1. If the decision is not satisfactory, within three (3) days of the Personnel Committee representative's decision, the aggrieved may request in writing, a meeting with the Executive Committee. The Executive Committee shall meet within ten (10) days and render a written decision to the aggrieved within fourteen (14) days after the meeting. There shall be no appeal of the Executive Committee's action.
  2. The grievance procedure does not alter the "at will" nature of the employment relationship, and just cause is not required to terminate or modify the terms of employment with the ARAW. Nor will any deviation by the ARAW from the procedures above be grounds for overturning any discipline or termination. As noted in the section herein on the Disciplinary Policy, disciplinary measures and employment terminations remain in effect unless and until overturned in the grievance procedure or the ARAW agrees otherwise.

## **XII. THE ARAW'S EMPLOYEE DISCIPLINARY POLICY**

Both the ARAW and the employee may terminate the employment relationship at any time and for any reason or no reason.

If the employee uses the procedure set forth in this manual to grieve his or her employment termination, the employee's employment shall remain terminated, and the employee shall not be paid and shall not return to work until and unless his or her employment termination is overturned in the grievance procedure.